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ABSTRACT

In 2000, the City College of San Francisco (CCSF) surveyed faculty, administration, and staff members regarding 64 campus services. All employees received the survey, and nearly 30% (849) responded. The services were rated on a scale of 1 to 4, 1 being 'poor' and 4 being 'excellent.' Results included: (1) library services received the highest mean rating, at 3.3, with telephone services/switchboard coming in second and the learning assistance center third; (2) the lowest ratings were given to general counseling services, facilities planning/construction, and building and grounds/repairs; and (3) on average, employees found college services to be good, with only five services averaging below average. Detailed results and mean scores are presented in tables and organized by several categories, including by survey order, by demographics of respondents, by mean ranking from high to low, by order of the number of respondents, by credit/noncredit, by campus, by selected departments, by full-time and part-time respondent, by years of employment, and by ethnicity. A copy of the survey is included for reference. (NB)

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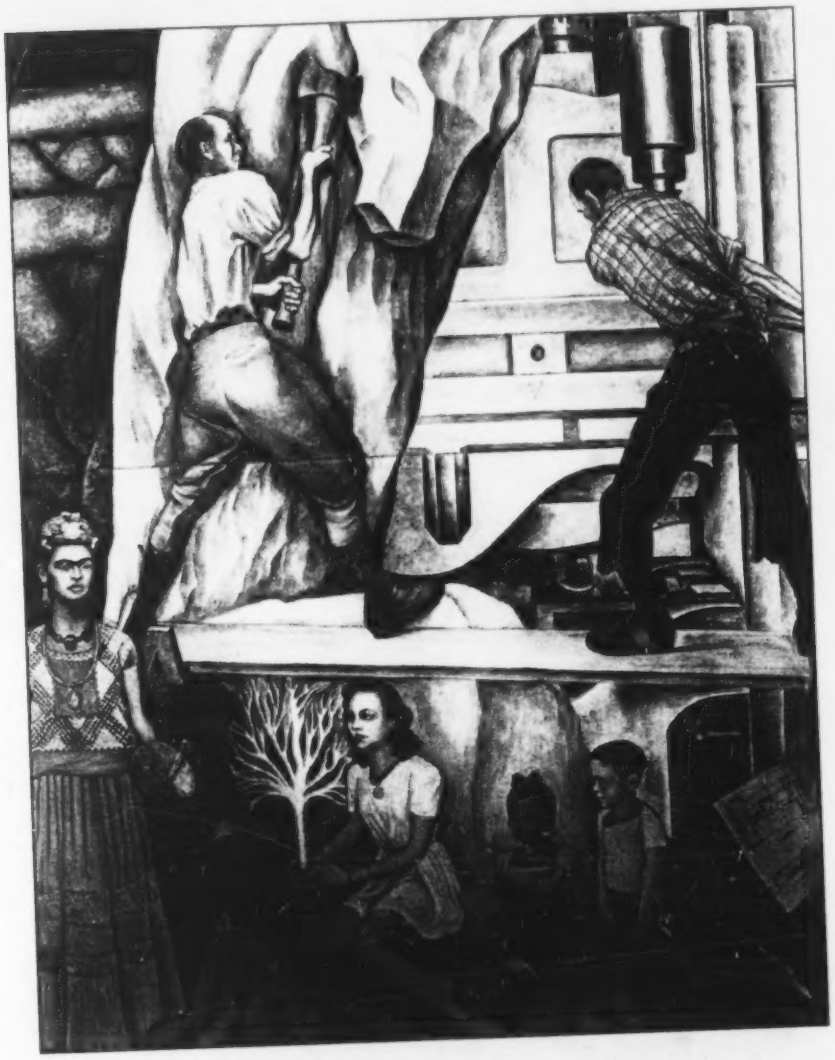
ED 455 868

Survey Series

College Employees · Fall 2000



City College of San Francisco

Office of Research, Planning & Grants

April 2001

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SURVEY SERIES

College Employees • Fall 2000

City College of San Francisco

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Ratings by ethnicity	25
Blank survey form	last page

* Eleven departments representing (1) 2% or more of responses or (2) 2% or more of employed faculty

Survey of CCSF Employees
Fall 2000

In Fall 2000, all CCSF employees—classified, certificated, administrative—received a double-sided survey form listing 64 CCSF services which respondents were asked to rate. **Overall, 849 survey responses were available for statistical analysis.** The report which follows contains descriptions of the CCSF employees, employees who responded to the survey and a text-based overview of the survey responses. The report also contains some descriptions and examples of how the tables can be read and used. Following the report, pages of tables contain all the numeric survey responses. Finally, a blank copy of the survey is appended for reference.

WHO WAS SURVEYED?

All CCSF employees received the survey and nearly 30% responded—a response rate similar to earlier surveys of employees.* Tables on pages 4-6 present overall CCSF employee demographics compared to those of the survey respondents. Since the majority of CCSF employees are faculty and classified staff, the majority of respondents represent these employee classifications. Although 71% of administrators responded, due to their relatively small numbers their responses comprise only 3.6% of all responses. Respondents represent employees across all demographic categories (pp. 4-5). Instructional certificated respondents represent all schools, credit and noncredit; the dispersal of responses among various departments is similar to figures for all instructional employees in Fall 2000 (p.6).

HOW DID CCSF EMPLOYEES RATE SERVICES?

On average, employees find college services to be "Good." The table on pp. 9-10 ranks services by average mean rating. Only five services averaged closer to "Below Average" than "Good." While these services had the lowest ratings, they also the highest standard deviations indicating that ratings varied widely between "Poor" and just above "Good."

Employees were encouraged to rate only those services with which they had direct contact in the last year. Tables on pages 11-12 show that some services, such as Campus Mail, garnered ratings from nearly all respondents. Other services, e.g., Childcare, were only rated (and presumable only used) by a small portion of respondents. Respondents who did not provide a rating between 1 and 4 had the option of indicating whether they had knowledge of the existence of the service ("Knew About But Did Not Use") or whether they "Did Not Know About" the service. This also provides information regarding which services are less well known to employees.

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* An addendum containing student employee responses (i.e. lab aide and work study students) will be available in June 2001. Please check the Research, Planning and Grants website for updates--http://www.ccsf.cc.ca.us/Services/Research_Planning

Ratings varied by employee characteristics. For example, administrators were more likely to rate college services higher; instructional faculty rated services lower. (See p.13.) Employees who divide their time between multiple campuses tend to rate services lower. Of all employees, African American respondents, on average, rated college services higher than other ethnic groups; Native American respondents rated services lowest.

In addition to overall differences in how employees rate services, differences within particular services can be observed. Tables on pages 11 to 23 show all specific differences. In **bold** are services for which *statistically* significant differences existed between employee categories. This means that one can say with confidence that a difference between ratings is not likely to be the result of chance.

The table below shows that some employee categories have more frequent differences in ratings than others. The category of ethnicity has the highest number of differences. For all 64 services rated, half (32) showed differences by ethnicity. Other categories, such as gender, show virtually no differences.*

Category	Services with Significant Differences
Ethnicity	32
Assignment / Employee classification	25
Years of employment	14
School*	14
Campus	12
Department (selected)	8
Full-time / Part-time	8
Credit / Noncredit	6
Gender*	5

The following pages contain more information than is possible to explicate. Individual service units may wish to review their overall ratings compared to other college services, and review rating by each employee category to see to what extent it is serving the needs of all employees.

How To Read The Tables: An Example

If one wanted to track the ratings for telephone services, for example, do the following:

Survey order, mean and standard deviation. On the survey form attached to the back of this document, find "Telephone Services." Telephone services is item number 30 on

* Ratings for particular services by gender and school are not included in this report; however, these tables are available with the report on the Research, Planning & Grants website.

the survey. On pages 7-8, ratings are listed in survey order. Look for item 30— 718 employees rated this service with a score between 1 (Poor) and 4 (Excellent). The mean (average rating) was 3.262—in other words, most employees rated telephone services slightly above "Good" (3.000). The standard deviation indicates the range of responses given—although the mean was 3.262, a majority of ratings ranged between 3.262 minus 0.740 (2.522) and 3.262 plus 0.740 (4.002). (While 4.002 is the statistical result, note that respondents could not give a service a score higher than 4.000.)

Mean order. The next table on pages 9-10 shows where telephone services falls in the list of 64 services. Look for the mean of 3.262. Telephone services is the second most highest rated service at the college, outpaced only by library general services.

N order. Again, telephone services is ranked second, trailing only campus mail in terms number (N) of employees rating the service (p.11). In addition, one finds that 30 respondents indicated that they had never heard of telephone services. While it may seem surprising that anyone at the college is unfamiliar with this service, this is a relatively low figure compared to other services. One hundred employees did not know about facilities planning, for example.

Ratings by assignment. As stated earlier, the ratings for telephone services varied. On indication of what might account for the standard deviation can be found on page 14. Indicated by the **bold** formatting, one finds that telephone services varies significantly based on employee classification. Librarians and administrators rated it highest; instructional faculty lowest. While instructional faculty, of all employee classifications, gave telephone services the lowest rating (3.204), this rating was considerably higher than the ratings typically given by instructional faculty to college services. Page 13 and the bottom of page 15 show the average ratings which these categories of employees gave to college services. Overall, instructional faculty rated college services at 2.853.

Ratings by other categories. Telephone services also differed significantly by credit and noncredit (p.16), campus (p.18), fulltime / parttime (p.22), and ethnicity (p.25). Telephone services did not differ significantly by department (p.20) or years of employment (p.23). Evaluating where there are differences in ratings could give a service such as telephone services some indication of where they might improve and / or where they might have some questions which require further investigation.

OTHER REPORTS IN THE CCSF EMPLOYEE AND STUDENT SERIES (SEE WEBSITE):

- Technology survey of CCSF Employees
- Students petitioning for graduation
- Students who drop all their course enrollments prior to first census
- *More reports upcoming.*

Demographics of Respondents vs. Total Population					
	All Employees		Survey Respondents		
Admin	42	1.5%	30	3.6%	
Classified	918	31.7%	247	30.0%	
All Certificated	1932	66.8%	547	66.4%	
Dept Chair	n / a		*23*	*2.8%*	
Instr Faculty	n / a		*470*	*57.0%*	
Stud Srvc Faculty	n / a		*42*	*5.1%*	
Librarians	n / a		*12*	*1.5%*	
Female	1589	54.9%	465	58.4%	
Male	1303	45.1%	331	41.6%	
					Adjusted Percent
White	1417	49.0%	356	43.4%	52.8%
Asian / PI	620	21.4%	157	19.1%	23.3%
African American	307	10.6%	70	8.5%	10.4%
Latino	298	10.3%	56	6.8%	8.3%
Filipino	162	5.6%	32	3.9%	4.7%
Native American	14	0.5%	3	0.4%	0.4%
Other, Multiple	1	0.0%	54	6.6%	-
Decline to state	73	2.5%	92	11.2%	-

SOURCE: Figures for All Employees based on data from PERDEMO table in Banner.

Continued on Next Two Pages

Additional Respondent Demographics		
Phelan	531	64.4%
John Adams	75	9.1%
Mission	42	5.1%
Chinatown/North Beach	32	3.9%
Downtown	31	3.8%
Evans	31	3.8%
Gough	29	3.5%
Alemany/Fort Mason	15	1.8%
Southeast	8	1.0%
Airport	4	0.5%
Multiple/Other	26	3.2%
Fulltime	534	64.9%
Parttime	289	35.1%
School Term Only	30	3.5%
3 yrs or less	147	18.2%
4 to 8 yrs	165	20.5%
9 to 14 yrs	159	19.7%
15 or more yrs	335	41.6%
Credit	394	50.0%
Noncredit	147	18.7%
N/A	128	16.2%
Both	119	15.1%
Liberal Arts	121	17.3%
International Education & ESL	77	11.0%
Behavioral & Social Sciences	76	10.9%
Business	69	9.9%
Applied Science & Technology	67	9.6%
Science & Mathematics	67	9.6%
Health & Physical Education	61	8.7%
Library & Learning Resources	40	5.7%
Student Development	33	4.7%
Administration & Finance	30	4.3%
Academic Affairs	8	1.1%
Other	49	7.0%
SOURCE: Survey responses only -- no comparison data available.		

Continued on Next Page

	Certificated Employees with *Instructional* Assignments		Instructional Survey Respondents	
Credit	1011	62.1%	294	66.4%
Noncredit	483	34.8%	116	26.2%
Both credit and noncredit	51	3.1%	33	7.4%
Total	1545	100.0%	443	100.0%
Liberal Arts	349	22.6%	89	21.4%
International Education & ESL	341	22.1%	79	19.0%
Behavioral & Social Sciences	216	14.0%	57	13.7%
Science & Mathematics	213	13.8%	53	12.7%
Health & Physical Education	159	10.3%	40	9.6%
Business	146	9.4%	54	13.0%
Applied Science & Technology	141	9.1%	44	10.6%
Multiple	*20*	*-1.3%*	*0*	*0.0%*
Total	1545	100.0%	416	100.0%
ESL	339	21.9%	80	19.3%
Business	146	9.4%	53	12.8%
English	88	5.7%	23	5.5%
Foreign Languages	71	4.6%	15	3.6%
CIS	62	4.0%	19	4.6%
PE & Dance	55	3.6%	13	3.1%
Art	50	3.2%	17	4.1%
Mathematics	49	3.2%	14	3.4%
Social Sciences	43	2.8%	10	2.4%
Child Development	40	2.6%	9	2.2%
Behavioral Sciences	39	2.5%	8	1.9%
Biological Sciences	37	2.4%	7	1.7%
Health Science	37	2.4%	5	1.2%
Transitional Studies	35	2.3%	10	2.4%
Auto/ Trade Skills	34	2.2%	11	2.7%
DSPS	30	1.9%	8	1.9%
Admin of Justice	17	1.1%	9	2.2%
Multiple	*42*	*-2.7%*	*0*	*0.0%*
Other (undup)	415	26.9%	104	25.1%
Total	1545	100.0%	415	100.0%

SOURCE: Figures for Certificated Employees with Instructional Assignments are based on Fall 2000 courses in Banner. These figures differ minorly from HR data which indicates 1655 faculty with classroom (non-leave) assignments for Fall 2000.

OTHER NOTES:
(1) Table displays schools and departments which comprise 2.0% or more of instructional faculty or faculty respondents; Counseling and Library are excluded since their certificated employees are typically "noninstructional."
(2) Multiple categories only pertain to Banner data. Survey respondents gave primary assignment only.

Ratings in Survey Order					
Service / unit			N	Mean	Std Dev
II.	1.	Admin Services - Dept/Accomodation Accounts	405	2.998	0.677
II.	2.	Admin Services - Lab Aide Payroll	354	3.093	0.652
II.	3.	Budget Development Services	209	2.718	0.821
II.	4.	Bldg and Grounds - Building Repairs	654	2.353	0.955
II.	5.	Bldg and Grounds - Custodial	713	2.698	0.851
II.	6.	Bldg and Grounds - Gardening	548	2.703	0.838
II.	7.	Business Office - Financial Services	381	2.850	0.704
II.	8.	Business Office - Purchasing	408	2.966	0.761
II.	9.	Campus (Interoffice) Mail	771	2.891	0.802
II.	10.	Classified Payroll	432	3.116	0.712
II.	11.	Facilities Planning/Construction	395	2.286	0.913
II.	12.	Faculty Payroll	618	3.120	0.754
II.	13.	HR - Classified Hiring Processes	415	2.460	0.959
II.	14.	HR - Faculty Hiring Processes	498	2.502	0.950
II.	15.	ITS - Banner Support	441	2.701	0.861
II.	16.	ITS - Office and Network Support	491	2.833	0.850
II.	17.	Matriculation Services Office	259	2.803	0.775
II.	18.	Continuing Education	201	2.910	0.756
II.	19.	Contract Education	176	2.670	0.831
II.	20.	Public Information - CCSF Publicity	427	2.759	0.811
II.	21.	Public Information - CCSF Website	455	2.886	0.727
II.	22.	Public Information - City Currents	613	3.052	0.660
II.	23.	Grants Services	257	2.837	0.788
II.	24.	Planning Services	210	2.743	0.777
II.	25.	Research Services	242	2.781	0.863
II.	26.	Professional Development Days - Flex	716	2.825	0.814
II.	27.	Professional Development Support (Travel)	450	2.789	0.864
II.	28.	TLC - Help Desk	361	3.114	0.692
II.	29.	TLC - Training Programs	389	3.139	0.674
II.	30.	Telephone Services / Switchboard	718	3.262	0.740

Continued on Next Page

Note: The higher the rating, the closer the mean score is to "Excellent" (a 4.000 score.)
Std Dev (Standard Deviation) measures "dispersion." The higher the figure, the more varied the individual scores.

Service / unit			N	Mean	Std Dev
III.	1.	A & R - Cashiers Office	294	2.980	0.720
III.	2.	A & R - Credit enrollment, registration	503	2.821	0.786
III.	3.	A & R - Noncredit PARS, attendance	317	2.716	0.812
III.	4.	A & R - Other Credit services	283	2.855	0.756
III.	5.	CalWorks Welfare to Work	177	2.718	0.872
III.	6.	Career Development and Placement	222	2.923	0.724
III.	7.	Childcare (Campuses)	110	2.873	0.814
III.	8.	Childcare (Phelan)	126	2.968	0.737
III.	9.	Dean of Student Advocacy, Rights, etc.	243	3.029	0.784
III.	10.	Disabled Students Programs and Services	391	3.113	0.718
III.	11.	Extended Opportunity Programs and Services	258	3.085	0.678
III.	12.	Financial Aid Services	287	2.739	0.742
III.	13.	GED - John Adams	147	3.034	0.789
III.	14.	General Counseling Services	424	2.250	0.875
III.	15.	Learning Assistance Center	332	3.214	0.673
III.	16.	Noncredit Enrollment - A & E	279	2.846	0.774
III.	17.	Open-access Computer Labs	348	3.014	0.714
III.	18.	Student Activities	230	2.800	0.779
III.	19.	Student Health	411	3.209	0.674
III.	20.	Testing Office	214	2.916	0.700
III.	21.	Transfer Center	230	2.978	0.767
IV.	1.	Bookstore	652	2.957	0.684
IV.	2.	Broadcast Media Services	277	2.964	0.761
IV.	3.	Channel 27 Programming	131	2.649	0.813
IV.	4.	College Catalog	603	3.154	0.589
IV.	5.	Duplication Services (Campuses)	340	3.041	0.844
IV.	6.	Duplication Services (Phelan)	580	3.121	0.859
IV.	7.	ITS - Instructional Lab Support	386	3.003	0.781
IV.	8.	Library - Audio-Visual	377	3.204	0.728
IV.	9.	Library - General Services	419	3.294	0.589
IV.	10.	Library - Language Lab	202	3.203	0.634
IV.	11.	Library - Media Center	271	3.192	0.725
IV.	12.	Instr. Support - College Class Schedule	483	3.029	0.696
IV.	13.	Instr. Support - Room Assignments, Scheduling	456	2.901	0.802
Average mean			*378*	*2.901*	*0.769*

Note: The higher the rating, the closer the mean score is to "Excellent" (a 4.000 score.)
Std Dev (Standard Deviation) measures "dispersion." The higher the figure, the more varied the individual scores.

Ratings in Mean Order from High to Low					
Service / Unit			N	Mean	Std Dev
IV.	9.	Library - General Services	419	3.294	0.589
II.	30.	Telephone Services / Switchboard	718	3.262	0.740
III.	15.	Learning Assistance Center	332	3.214	0.673
III.	19.	Student Health	411	3.209	0.674
IV.	8.	Library - Audio-Visual	377	3.204	0.728
IV.	10.	Library - Language Lab	202	3.203	0.634
IV.	11.	Library - Media Center	271	3.192	0.725
IV.	4.	College Catalog	603	3.154	0.589
II.	29.	TLC - Training Programs	389	3.139	0.674
IV.	6.	Duplication Services (Phelan)	580	3.121	0.859
II.	12.	Faculty Payroll	618	3.120	0.754
II.	10.	Classified Payroll	432	3.116	0.712
II.	28.	TLC - Help Desk	361	3.114	0.692
III.	10.	Disabled Students Programs and Services	391	3.113	0.718
II.	2.	Admin Services - Lab Aide Payroll	354	3.093	0.652
III.	11.	Extended Opportunity Programs and Services	258	3.085	0.678
II.	22.	Public Information - City Currents	613	3.052	0.660
IV.	5.	Duplication Services (Campuses)	340	3.041	0.844
III.	13.	GED - John Adams	147	3.034	0.789
IV.	12.	Instr. Support - College Class Schedule	483	3.029	0.696
III.	9.	Dean of Student Advocacy, Rights, etc.	243	3.029	0.784
III.	17.	Open-access Computer Labs	348	3.014	0.714
IV.	7.	ITS - Instructional Lab Support	386	3.003	0.781
II.	1.	Admin Services - Dept/Accomodation Accounts	405	2.998	0.677
III.	1.	A & R - Cashiers Office	294	2.980	0.720
III.	21.	Transfer Center	230	2.978	0.767
III.	8.	Childcare (Phelan)	126	2.968	0.737
II.	8.	Business Office - Purchasing	408	2.966	0.761
IV.	2.	Broadcast Media Services	277	2.964	0.761
IV.	1.	Bookstore	652	2.957	0.684
III.	6.	Career Development and Placement	222	2.923	0.724
III.	20.	Testing Office	214	2.916	0.700

Continued on Next Page

Note: Ratings for 64 services are sorted in mean order. The higher the rating, the closer to "Excellent" (a 4.000 score.) Std Dev (Standard Deviation) measures "dispersion." The higher the figure, the more varied the individual scores.

Service / Unit			N	Mean	Std Dev
II.	18.	Continuing Education	201	2.910	0.756
IV.	13.	Instr. Support - Room Assignments, Scheduling	456	2.901	0.802
II.	9.	Campus (Interoffice) Mail	771	2.891	0.802
II.	21.	Public Information - CCSF Website	455	2.886	0.727
III.	7.	Childcare (Campuses)	110	2.873	0.814
III.	4.	A & R - Other Credit services	283	2.855	0.756
II.	7.	Business Office - Financial Services	381	2.850	0.704
III.	16.	Noncredit Enrollment - A & E	279	2.846	0.774
II.	23.	Grants Services	257	2.837	0.788
II.	16.	ITS - Office and Network Support	491	2.833	0.850
II.	26.	Professional Development Days - Flex	716	2.825	0.814
III.	2.	A & R - Credit enrollment, registration	503	2.821	0.786
II.	17.	Matriculation Services Office	259	2.803	0.775
III.	18.	Student Activities	230	2.800	0.779
II.	27.	Professional Development Support (Travel)	450	2.789	0.864
II.	25.	Research Services	242	2.781	0.863
II.	20.	Public Information - CCSF Publicity	427	2.759	0.811
II.	24.	Planning Services	210	2.743	0.777
III.	12.	Financial Aid Services	287	2.739	0.742
II.	3.	Budget Development Services	209	2.718	0.821
III.	5.	CalWorks Welfare to Work	177	2.718	0.872
III.	3.	A & R - Noncredit PARS, attendance	317	2.716	0.812
II.	6.	Bldg and Grounds - Gardening	548	2.703	0.838
II.	15.	ITS - Banner Support	441	2.701	0.861
II.	5.	Bldg and Grounds - Custodial	713	2.698	0.851
II.	19.	Contract Education	176	2.670	0.831
IV.	3.	Channel 27 Programming	131	2.649	0.813
II.	14.	HR - Faculty Hiring Processes	498	2.502	0.950
II.	13.	HR - Classified Hiring Processes	415	2.460	0.959
II.	4.	Bldg and Grounds - Building Repairs	654	2.353	0.955
II.	11.	Facilities Planning/Construction	395	2.286	0.913
III.	14.	General Counseling Services	424	2.250	0.875
Average mean			*378*	*2.901*	*0.769*

Note: Ratings for 64 services are sorted in mean order. The higher the rating, the closer to "Excellent" (a 4.000 score.)
Std Dev (Standard Deviation) measures "dispersion." The higher the figure, the more varied the individual scores.

Ratings in Order of the Number of Respondents (N)								
Service / Unit			N	N%	Knew, did not use	Did not know about	No response
II.	9.	Campus (Interoffice) Mail	771	90.8%	13	12	53
II.	30.	Telephone Services / Switchboard	718	84.6%	57	30	44
II.	26.	Professional Development Days - Flex	716	84.3%	58	18	57
II.	5.	Bldg and Grounds - Custodial	713	84.0%	57	27	52
II.	4.	Bldg and Grounds - Building Repairs	654	77.0%	96	35	64
IV.	1.	Bookstore	652	76.8%	110	16	71
II.	12.	Faculty Payroll	618	72.8%	121	30	80
II.	22.	Public Information - City Currents	613	72.2%	96	39	101
IV.	4.	College Catalog	603	71.0%	123	20	103
IV.	6.	Duplication Services (Phelan)	580	68.3%	145	36	88
II.	6.	Bldg and Grounds - Gardening	548	64.5%	159	52	90
III.	2.	A & R - Credit enrollment, registration	503	59.2%	213	30	103
II.	14.	HR - Faculty Hiring Processes	498	58.7%	206	50	95
II.	16.	ITS - Office and Network Support	491	57.8%	161	87	110
IV.	12.	Instr. Support - College Class Schedule	483	56.9%	210	46	110
IV.	13.	Instr. Support - Room Assignments, Scheduling	456	53.7%	226	61	106
II.	21.	Public Information - CCSF Website	455	53.6%	209	63	122
II.	27.	Professional Development Support (Travel)	450	53.0%	227	69	103
II.	15.	ITS - Banner Support	441	51.9%	213	88	107
II.	10.	Classified Payroll	432	50.9%	221	78	118
II.	20.	Public Information - CCSF Publicity	427	50.3%	220	84	118
III.	14.	General Counseling Services	424	49.9%	243	53	129
IV.	9.	Library - General Services	419	49.4%	265	40	125
II.	13.	HR - Classified Hiring Processes	415	48.9%	237	77	120
III.	19.	Student Health	411	48.4%	260	57	121
II.	8.	Business Office - Purchasing	408	48.1%	228	88	125
II.	1.	Admin Services - Dept/Accomodation Accounts	405	47.7%	162	162	120
II.	11.	Facilities Planning/Construction	395	46.5%	219	100	135
III.	10.	Disabled Students Programs and Services	391	46.1%	268	62	128
II.	29.	TLC - Training Programs	389	45.8%	269	92	99
IV.	7.	ITS - Instructional Lab Support	386	45.5%	256	69	138
II.	7.	Business Office - Financial Services	381	44.9%	223	104	141

Continued on Next Page

Note: Ratings for 64 services are sorted in N order; N includes only respondents who provided a rating from 1-4. Also, 143 respondents never selected "Knew About But Did Not Use" or "Did Not Know About"-- these respondents either rated a service or left it blank.

Service / Unit			N	N%	Knew, did not use	Did not know about	No response
IV.	8.	Library - Audio-Visual	377	44.4%	303	56	113
II.	28.	TLC - Help Desk	361	42.5%	278	105	105
II.	2.	Admin Services - Lab Aide Payroll	354	41.7%	206	167	122
III.	17.	Open-access Computer Labs	348	41.0%	302	62	137
IV.	5.	Duplication Services (Campuses)	340	40.0%	297	94	118
III.	15.	Learning Assistance Center	332	39.1%	302	71	144
III.	3.	A & R - Noncredit PARS, attendance	317	37.3%	346	61	125
III.	1.	A & R - Cashiers Office	294	34.6%	373	59	123
III.	12.	Financial Aid Services	287	33.8%	366	56	140
III.	4.	A & R - Other Credit services	283	33.3%	323	97	146
III.	16.	Noncredit Enrollment - A & E	279	32.9%	350	83	137
IV.	2.	Broadcast Media Services	277	32.6%	340	102	130
IV.	11.	Library - Media Center	271	31.9%	362	74	142
II.	17.	Matriculation Services Office	259	30.5%	320	138	132
III.	11.	Extended Opportunity Programs and Services	258	30.4%	369	83	139
II.	23.	Grants Services	257	30.3%	352	110	130
III.	9.	Dean of Student Advocacy, Rights, etc.	243	28.6%	331	135	140
II.	25.	Research Services	242	28.5%	339	124	144
III.	21.	Transfer Center	230	27.1%	376	98	145
III.	18.	Student Activities	230	27.1%	385	87	147
III.	6.	Career Development and Placement	222	26.1%	370	109	148
III.	20.	Testing Office	214	25.2%	380	105	150
II.	24.	Planning Services	210	24.7%	368	138	133
II.	3.	Budget Development Services	209	24.6%	210	196	234
IV.	10.	Library - Language Lab	202	23.8%	412	90	145
II.	18.	Continuing Education	201	23.7%	390	128	130
III.	5.	CalWorks Welfare to Work	177	20.8%	399	132	141
II.	19.	Contract Education	176	20.7%	384	148	141
III.	13.	GED - John Adams	147	17.3%	409	142	151
IV.	3.	Channel 27 Programming	131	15.4%	399	180	139
III.	8.	Childcare (Phelan)	126	14.8%	449	125	149
III.	7.	Childcare (Campuses)	110	13.0%	439	155	145
Averages			*378*	*44.6%*	*266*	*84*	*121*

Note: Ratings for 64 services are sorted in N order; N includes only respondents who provided a rating from 1-4.
Also, 143 respondents *never* selected "Knew About But Did Not Use" or "Did Not Know About"-- these respondents either rated a service or left it blank.

Average Ratings by Demographic Categories				
	Average Mean			Average Mean
Administrators	3.033		Art	2.960
Classified	2.936		Automotive / Trade Skills	2.676
Department Chair	3.028		Behavioral Sciences	2.871
Instructional Faculty	2.853		Biological Sciences	2.707
Stud. Services Faculty	2.882		Business	2.949
Librarians	2.893		Child Dev't & Family Studies	2.720
			Computer & Info. Science	2.416
Credit	2.900		DSP&S	2.741
Noncredit	2.895		English	2.747
Both	2.922		ESL	2.848
N / A	2.938		Foreign Languages	2.972
			Health Science	3.133
Phelan	2.903		Mathematics	3.000
All Campuses excluding Phelan	2.913		Photography	2.280
Airport	2.838		PE & Dance	2.992
Alemany / Fort Mason	2.822		Social Sciences	2.918
Chinatown / North Beach	2.976		Transitional Studies	2.764
Downtown	2.843			
Evans	2.825		Fulltime	2.909
Gough	2.716		Parttime	2.900
John Adams	2.960			
Mission	2.991		3 years or less	3.030
Southeast	3.061		4 to 8 years	2.807
Multiple Campuses	2.768		9 to 14 years	2.915
			15 or more years	2.901
Applied Science & Technology	2.842			
Behavioral & Social Sciences	2.888		African American	3.073
Business	2.893		Native American	2.491
Health & P.E.	2.981		Latino	2.879
International Education & ESL	2.925		Asian / PI	2.848
Liberal Arts	2.785		Filipino	3.047
Library & Learning Resources	2.959		White	2.916
Science & Mathematics	2.790		Decline to state	2.778
Academic Affairs	2.936		Other, Multiple	2.874
Administration & Finance	2.973			
Student Development	2.938		Female	2.920
Other	3.076		Male	2.896

Note: More specific figures for School and Gender do not appear in this report, but are available upon request and also on our website: http://www/ccsf/cc/ca/us/Services/Research_Planning/

Ratings by Assignment / Employee Classification							
		Administrators	Classified	Department Chair	Instructional Faculty	Stud. Services Faculty	Librarians
II.	1. accmacct	2.800	2.917	3.000	3.087	2.824	2.500
II.	2. labaide	3.125	3.158	3.158	3.007	3.176	3.000
II.	**3. bdgtdevt**	**2.944**	**2.765**	**2.722**	**2.625**	**2.778**	**2.000**
II.	**4. bldgrepr**	**2.778**	**2.693**	**2.333**	**2.087**	**2.387**	**2.200**
II.	**5. bldgcust**	**2.786**	**2.889**	**2.591**	**2.578**	**2.655**	**2.900**
II.	**6. bldggard**	**2.368**	**3.029**	**2.471**	**2.571**	**2.545**	**2.000**
II.	7. busfin	2.905	2.888	2.700	2.842	2.947	2.400
II.	**8. buspur**	**3.391**	**3.121**	**3.318**	**2.728**	**2.733**	**3.000**
II.	9. campmail	2.828	2.819	2.522	2.946	2.917	3.000
II.	10. clasfpay	3.211	3.165	3.000	3.037	3.133	3.000
II.	**11. facility**	**2.273**	**2.383**	**2.143**	**2.214**	**2.450**	**2.600**
II.	**12. facpay**	**3.375**	**2.962**	**3.522**	**3.111**	**3.024**	**3.273**
II.	13. clasfhire	2.520	2.433	2.500	2.500	2.500	1.750
II.	14. fachire	2.474	2.696	2.870	2.457	2.323	2.182
II.	15. banner	2.750	2.804	2.429	2.680	2.571	2.200
II.	**16. itsother**	**2.833**	**2.909**	**2.810**	**2.790**	**2.692**	**3.000**
II.	17. matric	3.059	2.885	2.917	2.701	2.793	3.500
II.	18. conted	3.091	2.871	2.800	2.918	3.118	3.000
II.	**19. contract**	**3.000**	**2.927**	**2.833**	**2.440**	**2.846**	**3.000**
II.	20. publicty	2.957	2.783	3.133	2.704	2.846	2.500
II.	21. website	2.650	2.888	3.000	2.886	3.036	2.500
II.	22. citycurr	3.120	3.035	3.105	3.060	3.057	3.444
II.	**23. grants**	**3.158**	**2.887**	**2.600**	**2.811**	**2.692**	**3.200**
II.	**24. planning**	**3.100**	**2.877**	**2.636**	**2.625**	**2.600**	**2.667**
II.	25. research	3.250	2.831	2.786	2.685	2.643	2.667
II.	26. flex	2.840	2.827	2.739	2.818	2.947	3.000
II.	27. travel	2.842	2.713	3.045	2.795	2.829	2.667
II.	**28. helpdesk**	**3.000**	**2.931**	**3.353**	**3.186**	**2.947**	**3.571**
II.	**29. training**	**3.077**	**2.961**	**3.278**	**3.206**	**3.174**	**3.400**
II.	**30. telephone**	**3.440**	**3.252**	**3.696**	**3.204**	**3.342**	**3.444**

Notes: Ratings for 64 services. The higher the rating, the closer to "Excellent" (a 4.000 score.)
Bold formatting indicates a service for which statistically significant differences exist between ratings given by demographic categories (e.g., faculty responses differ from classified responses.)

			Administrators	Classified	Department Chair	Instructional Faculty	Stud. Services Faculty	Librarians
III.	1.	cashier	3.308	2.967	3.167	2.976	2.765	3.000
III.	**2.**	**crenroll**	**3.267**	**2.924**	**2.765**	**2.770**	**2.600**	**3.200**
III.	3.	ncpars	3.286	2.810	3.000	2.640	2.647	3.000
III.	4.	crother	3.071	2.840	3.000	2.884	2.625	3.000
III.	5.	calworks	2.727	2.721	3.000	2.831	2.167	3.333
III.	6.	cdpc	3.222	3.000	3.000	2.813	2.966	3.000
III.	7.	chldcamp	2.857	3.077	.	2.729	2.833	3.000
III.	8.	chldphelan	3.250	3.045	3.000	2.852	2.929	3.000
III.	9.	deanofstud	3.263	3.069	3.154	2.944	3.000	3.000
III.	**10.**	**dsps**	**3.316**	**3.132**	**3.444**	**3.052**	**3.091**	**3.667**
III.	**11.**	**eops**	**3.563**	**3.024**	**3.000**	**3.053**	**3.250**	**2.000**
III.	**12.**	**fa**	**3.133**	**2.853**	**2.545**	**2.609**	**2.731**	**2.750**
III.	13.	ged	3.000	3.039	3.500	2.982	3.118	3.333
III.	14.	counselng	2.000	2.268	2.118	2.216	2.828	2.400
III.	15.	learnasst	3.471	3.122	3.462	3.169	3.393	3.700
III.	16.	ncenr	3.214	2.928	2.500	2.759	2.957	3.000
III.	17.	complabs	3.182	3.045	3.133	2.954	3.238	3.000
III.	18.	studact	2.750	2.848	3.250	2.781	2.789	1.667
III.	19.	studhlth	3.529	3.131	3.375	3.175	3.367	3.500
III.	20.	testing	3.077	2.882	3.300	2.828	3.036	2.500
III.	21.	transferctr	3.133	3.028	3.455	2.840	3.067	3.000
IV.	1.	bookstore	3.087	2.946	3.238	2.948	2.938	2.875
IV.	2.	broadcast	2.929	2.970	3.200	2.955	2.941	2.667
IV.	**3.**	**ch27**	**2.250**	**2.825**	**3.200**	**2.614**	**2.444**	**2.250**
IV.	**4.**	**catalog**	**3.000**	**3.123**	**3.500**	**3.172**	**3.057**	**3.250**
IV.	**5.**	**dupcamp**	**3.200**	**3.186**	**3.200**	**2.979**	**2.947**	**2.667**
IV.	**6.**	**dupphelan**	**3.273**	**3.220**	**3.211**	**3.046**	**3.065**	**3.222**
IV.	7.	itslab	3.000	3.000	2.909	3.024	2.810	3.167
IV.	8.	audiovis	3.333	3.156	3.462	3.181	3.095	3.800
IV.	9.	libgen	3.333	3.176	3.400	3.312	3.333	3.750
IV.	10.	language	3.444	3.147	3.667	3.178	3.154	3.571
IV.	**11.**	**media**	**3.400**	**3.113**	**3.200**	**3.219**	**3.059**	**3.333**
IV.	**12.**	**clsssched**	**3.105**	**3.033**	**3.700**	**3.004**	**2.840**	**2.500**
IV.	**13.**	**roomsched**	**3.211**	**2.938**	**3.684**	**2.826**	**2.818**	**2.500**
		Average mean	*3.033*	*2.936*	*3.028*	*2.853*	*2.882*	*2.893*

Notes: Ratings for 64 services. The higher the rating, the closer to "Excellent" (a 4.000 score.)
Bold formatting indicates a service for which statistically significant differences exist between ratings given by demographic categories (e.g., faculty responses differ from classified responses.)

Ratings by Credit / Noncredit						
			Credit	Noncredit	Both	N / A
II.	1.	accmacct	3.030	3.130	2.867	2.929
II.	2.	labaide	3.086	3.000	3.134	3.062
II.	3.	bdgtdevt	2.701	2.889	2.816	2.559
II.	**4.**	**bldgrepr**	**2.173**	**2.228**	**2.500**	**2.761**
II.	**5.**	**bldgcust**	**2.578**	**2.707**	**2.817**	**2.924**
II.	**6.**	**bldggard**	**2.632**	**2.469**	**2.688**	**3.067**
II.	7.	busfin	2.834	2.833	2.924	2.781
II.	8.	buspur	2.907	2.822	3.041	3.123
II.	9.	campmail	2.874	3.062	2.864	2.836
II.	10.	clasfpay	3.127	3.082	3.165	3.123
II.	11.	facility	2.255	2.511	2.266	2.313
II.	12.	facpay	3.099	3.180	3.189	3.023
II.	13.	clasfhire	2.513	2.288	2.435	2.525
II.	14.	fachire	2.508	2.250	2.609	2.760
II.	15.	banner	2.705	2.653	2.769	2.696
II.	16.	itsother	2.845	2.810	2.866	2.859
II.	17.	matric	2.877	2.629	2.868	2.778
II.	18.	conted	2.863	3.086	2.886	3.042
II.	19.	contract	2.527	2.700	2.892	2.826
II.	20.	publicty	2.743	2.697	2.870	2.860
II.	21.	website	2.895	2.984	2.831	2.843
II.	22.	citycurr	3.072	3.143	3.089	2.939
II.	23.	grants	2.802	2.818	2.896	3.028
II.	24.	planning	2.653	2.708	2.886	2.969
II.	25.	research	2.694	2.833	2.852	3.029
II.	26.	flex	2.794	2.923	2.826	2.826
II.	27.	travel	2.855	2.733	2.772	2.723
II.	28.	helpdesk	3.151	3.024	3.000	3.063
II.	29.	training	3.218	3.155	3.076	2.940
II.	**30.**	**telephone**	**3.295**	**3.058**	**3.264**	**3.316**

Notes: Ratings for 64 services. The higher the rating, the closer to "Excellent" (a 4.000 score.)
Bold formatting indicates a service for which statistically significant differences exist between ratings given by demographic categories (e.g., faculty responses differ from classified responses.)

			Credit	Noncredit	Both	N / A
III.	1.	cashier	3.035	2.800	2.982	3.000
III.	2.	crenroll	2.811	2.806	2.899	2.898
III.	3.	ncpars	2.903	2.530	2.783	2.842
III.	4.	crother	2.949	2.778	2.810	2.750
III.	5.	calworks	2.797	2.806	2.717	2.778
III.	6.	cdpc	2.925	3.034	3.000	2.806
III.	7.	chldcamp	2.848	2.957	3.000	3.000
III.	8.	chldphelan	2.887	2.933	3.172	3.111
III.	**9.**	**deanofstud**	**3.090**	**3.000**	**3.091**	**2.923**
III.	10.	dsps	3.101	3.261	3.121	3.146
III.	11.	eops	3.062	3.043	3.208	3.086
III.	12.	fa	2.640	2.767	2.966	2.825
III.	13.	ged	3.021	3.091	2.925	3.389
III.	14.	counselng	2.165	2.466	2.312	2.268
III.	15.	learnasst	3.267	3.163	3.167	3.222
III.	16.	ncenr	2.815	2.959	2.792	2.960
III.	17.	complabs	3.000	3.068	2.965	3.105
III.	18.	studact	2.817	2.935	2.857	2.619
III.	19.	studhlth	3.263	3.063	3.209	3.136
III.	20.	testing	2.965	2.842	2.958	2.647
III.	21.	transferctr	3.055	3.056	2.844	3.000
IV.	1.	bookstore	2.904	3.029	3.066	2.969
IV.	2.	broadcast	3.017	2.900	2.762	3.034
IV.	3.	ch27	2.656	2.765	2.560	2.647
IV.	4.	catalog	3.195	3.132	3.074	3.088
IV.	**5.**	**dupcamp**	**2.947**	**3.097**	**3.125**	**3.242**
IV.	6.	dupphelan	3.112	3.023	3.077	3.280
IV.	7.	itslab	3.059	3.000	2.903	3.060
IV.	8.	audiovis	3.250	3.091	3.150	3.167
IV.	9.	libgen	3.332	3.286	3.246	3.240
IV.	10.	language	3.262	3.158	3.075	3.208
IV.	11.	media	3.208	3.182	3.128	3.148
IV.	12.	clssched	3.067	2.875	3.093	2.980
IV.	13.	roomsched	2.864	2.985	3.031	2.947
		Average mean	*2.900*	*2.895*	*2.922*	*2.938*

Notes: Ratings for 64 services. The higher the rating, the closer to "Excellent" (a 4.000 score.)
Bold formatting indicates a service for which statistically significant differences exist between ratings given by demographic categories (e.g., faculty responses differ from classified responses.)

Ratings by Campus												
			Phelan	*All Campuses, Excluding Phelan*	Alemany / Fort Mason	Chinatown / North Beach	Downtown	Evans	Gough	John Adams	Mission	Southeast	Multiple Campuses
II.	1.	accmacct	2.984	*3.022*	3.167	3.133	2.933	2.944	2.818	3.026	2.882	3.286	3.429
II.	2.	labaide	3.090	*3.091*	3.667	3.100	3.111	3.071	3.154	3.000	3.000	3.400	3.200
II.	3.	bdgtdevt	2.697	*2.761*	2.000	2.857	2.750	2.714	2.444	2.941	3.000	3.333	2.000
II.	4.	bldgrepr	2.338	*2.382*	2.333	2.125	2.556	2.409	2.609	2.435	2.074	3.500	1.500
II.	**5.**	**bldgcust**	**2.685**	***2.727***	**2.545**	**2.400**	**2.913**	**2.636**	**2.560**	**2.844**	**2.833**	**3.000**	**2.000**
II.	**6.**	**bldggard**	**2.724**	***2.643***	**2.714**	**2.364**	**2.333**	**2.778**	**2.818**	**2.674**	**2.214**	**3.200**	**2.333**
II.	7.	busfin	2.843	*2.863*	3.000	2.818	2.900	2.750	2.944	2.793	2.824	3.143	3.125
II.	**8.**	**buspur**	**3.008**	***2.921***	**3.000**	**3.000**	**2.889**	**2.619**	**3.273**	**2.889**	**3.000**	**2.667**	**2.667**
II.	9.	campmail	2.881	*2.894*	2.769	3.111	2.577	2.593	2.407	3.284	2.975	2.875	2.867
II.	10.	clasfpay	3.131	*3.089*	2.857	3.111	3.111	3.150	2.958	3.051	3.294	3.500	3.125
II.	11.	facility	2.258	*2.386*	1.400	2.636	2.143	2.381	2.583	2.360	2.941	4.000	1.900
II.	12.	facpay	3.096	*3.164*	3.000	3.296	3.160	3.042	3.211	3.164	3.171	3.375	3.214
II.	13.	clasfhire	2.388	*2.585*	2.250	2.600	2.167	2.765	2.923	2.579	2.250	3.000	2.300
II.	14.	fachire	2.529	*2.446*	1.700	2.368	2.563	2.588	2.905	2.512	2.200	2.875	2.364
II.	15.	banner	2.710	*2.698*	2.500	2.800	2.667	2.867	2.545	2.794	2.600	2.800	2.429
II.	16.	itsother	2.864	*2.799*	3.000	2.917	2.786	2.625	2.591	2.894	2.875	3.250	2.444
II.	17.	matric	2.856	*2.766*	2.000	2.667	2.571	3.000	2.333	2.929	2.650	3.250	2.600
II.	18.	conted	2.825	*3.074*	3.600	3.125	3.000	2.900	2.833	3.071	3.071	3.250	3.000
II.	19.	contract	2.587	*2.800*	1.000	2.778	2.875	2.667	2.500	3.071	2.667	3.333	2.600
II.	20.	publicty	2.798	*2.725*	2.333	2.933	2.583	2.211	2.733	2.974	3.045	2.667	2.200
II.	21.	website	2.894	*2.870*	3.000	3.000	2.750	2.563	2.600	2.970	3.381	2.833	2.636
II.	22.	citycurr	3.084	*3.020*	3.000	3.182	2.857	2.500	2.857	3.094	3.429	3.286	2.917
II.	23.	grants	2.854	*2.885*	2.750	3.125	2.571	3.000	2.333	2.900	3.143	2.667	3.000
II.	24.	planning	2.745	*2.824*	3.000	2.667	2.500	3.000	2.375	2.929	3.143	2.333	2.600
II.	25.	research	2.777	*2.841*	3.000	3.000	2.000	3.143	2.778	2.882	3.000	2.333	2.800
II.	26.	flex	2.787	*2.899*	2.750	3.100	2.833	2.680	2.808	2.870	3.135	3.375	2.357
II.	**27.**	**travel**	**2.785**	***2.823***	**2.286**	**2.857**	**2.692**	**2.867**	**2.696**	**3.086**	**2.750**	**3.000**	**2.700**
II.	28.	helpdesk	3.138	*3.090*	2.750	3.000	3.083	3.091	2.889	3.100	3.636	2.750	2.857
II.	29.	training	3.150	*3.164*	3.400	3.100	3.000	3.182	3.077	3.081	3.563	3.000	3.333
II.	**30.**	**telephone**	**3.324**	***3.112***	**3.333**	**2.889**	**3.231**	**3.000**	**3.074**	**3.177**	**3.067**	**3.375**	**3.000**

Notes: Ratings for 64 services. The higher the rating, the closer to "Excellent" (a 4.000 score.)
Bold formatting indicates a service for which statistically significant differences exist between ratings given by demographic categories (e.g., faculty responses differ from classified responses.)

			Phelan	*All Campuses, Excluding Phelan*	Alemany / Fort Mason	Chinatown / North Beach	Downtown	Evans	Gough	John Adams	Mission	Southeast	Multiple Campuses
III.	1.	cashier	3.005	*2.925*	3.000	2.667	2.625	2.714	2.500	2.952	3.286	2.500	3.286
III.	2.	crenroll	2.814	*2.862*	3.000	2.750	2.692	2.810	1.667	2.857	3.357	3.000	2.900
III.	3.	ncpars	2.817	*2.648*	2.000	2.520	2.375	2.600	2.667	2.844	2.633	3.000	2.625
III.	4.	crother	2.835	*2.937*	3.000	2.900	2.833	3.000	2.333	2.850	3.200	3.000	2.889
III.	5.	calworks	2.765	*2.706*	.	2.667	2.667	2.867	2.600	2.583	3.231	2.375	2.000
III.	6.	cdpc	2.929	*2.935*	3.000	3.000	3.000	2.500	2.600	3.190	2.900	3.200	2.800
III.	7.	chldcamp	3.000	*2.776*	3.000	3.333	3.000	2.750	2.667	3.056	2.500	2.000	2.600
III.	8.	chldphelan	3.000	*2.911*	3.000	3.250	3.000	2.833	2.667	2.923	2.889	3.000	2.800
III.	9.	deanofstud	3.030	*3.069*	4.000	3.000	3.200	3.000	2.333	3.160	3.000	3.333	3.000
III.	10.	dsps	3.081	*3.189*	2.800	3.091	3.143	3.000	3.000	3.333	3.286	3.333	3.000
III.	11.	eops	3.082	*3.114*	4.000	3.000	3.000	3.154	2.667	3.158	3.000	3.333	3.333
III.	12.	fa	2.690	*2.900*	2.667	2.889	2.875	3.000	2.667	3.000	2.846	3.200	2.571
III.	13.	ged	3.000	*3.114*	.	3.000	2.667	3.000	3.250	3.275	3.000	3.000	2.750
III.	**14.**	**counselng**	**2.091**	***2.513***	**2.000**	**2.727**	**2.733**	**2.615**	**2.143**	**2.596**	**2.348**	**2.667**	**2.100**
III.	**15.**	**learnasst**	**3.285**	***3.058***	**3.000**	**3.000**	**3.167**	**3.182**	**2.000**	**3.071**	**3.231**	**3.250**	**2.714**
III.	**16.**	**ncenr**	**2.766**	***2.927***	**3.125**	**3.042**	**3.050**	**2.800**	**2.500**	**2.875**	**2.821**	**3.000**	**3.250**
III.	17.	complabs	3.032	*3.000*	3.667	3.200	3.308	2.706	2.000	2.976	2.933	3.000	3.143
III.	18.	studact	2.788	*2.845*	3.000	3.250	3.250	2.250	2.000	2.864	2.700	2.750	3.000
III.	19.	studhlth	3.199	*3.239*	3.333	3.111	3.429	3.308	2.875	3.160	3.417	3.333	3.333
III.	20.	testing	2.899	*2.966*	1.000	3.143	3.500	2.889	2.667	2.882	3.000	3.333	3.000
III.	21.	transferctr	3.012	*2.944*	3.000	3.000	3.500	2.778	2.000	2.786	3.250	2.667	3.143
IV.	**1.**	**bookstore**	**2.923**	***3.049***	**3.200**	**3.034**	**2.962**	**2.826**	**3.286**	**3.115**	**3.148**	**3.125**	**2.769**
IV.	2.	broadcast	3.014	*2.793*	3.500	3.000	2.625	2.571	2.714	2.714	3.000	2.500	2.833
IV.	**3.**	**ch27**	**2.696**	***2.578***	**3.000**	**2.667**	**2.200**	**2.400**	**2.750**	**2.545**	**2.778**	**2.000**	**2.800**
IV.	4.	catalog	3.163	*3.130*	3.273	3.263	3.091	2.857	3.083	3.161	3.125	3.333	3.154
IV.	5.	dupcamp	2.921	*3.145*	2.778	3.462	2.524	3.000	3.200	3.500	2.857	2.875	2.900
IV.	**6.**	**dupphelan**	**3.128**	***3.154***	**3.200**	**3.333**	**2.889**	**3.333**	**3.316**	**3.192**	**2.933**	**3.250**	**3.000**
IV.	7.	itslab	3.032	*3.008*	3.200	3.222	3.000	2.667	2.900	3.125	3.000	3.000	2.750
IV.	8.	audiovis	3.248	*3.123*	3.800	3.375	3.167	2.700	3.250	3.037	3.250	3.250	3.077
IV.	9.	libgen	3.332	*3.230*	3.500	3.333	3.158	3.000	3.000	3.194	3.417	3.500	3.300
IV.	10.	language	3.241	*3.151*	3.333	3.500	2.714	3.167	3.000	2.917	3.455	4.000	3.167
IV.	11.	media	3.203	*3.211*	3.500	3.600	2.833	3.167	3.000	3.118	3.455	4.000	2.800
IV.	12.	clssched	3.082	*2.935*	2.400	3.000	2.800	2.800	2.875	3.081	3.167	3.143	2.545
IV.	**13.**	**roomsched**	**2.890**	***2.953***	**3.400**	**3.105**	**2.882**	**2.846**	**3.000**	**2.971**	**3.188**	**3.000**	**2.300**
		Average mean	*2.903*	*2.913*	*2.822*	*2.976*	*2.843*	*2.825*	*2.716*	*2.960*	*2.991*	*3.061*	*2.768*

Notes: Ratings for 64 services. The higher the rating, the closer to "Excellent" (a 4.000 score.)
Bold formatting indicates a service for which statistically significant differences exist between ratings given by demographic categories (e.g., faculty responses differ from classified responses.)

Ratings by Selected Departments*												
			Art	Automotive / Trade Skills	Business	Computer & Information Science	English	ESL	Foreign Languages	Mathematics	PE & Dance	Social Sciences	Transitional Studies
II.	1.	accmacct	3.154	2.833	3.174	2.833	2.750	3.000	3.083	3.200	2.909	3.500	3.000
II.	2.	labaide	3.500	3.000	3.067	2.500	2.857	3.250	3.083	2.833	3.000	3.000	2.800
II.	**3.**	**bdgtdevt**	**2.250**	**2.000**	**3.167**	**1.500**	**1.500**	**2.667**	**3.200**	**3.500**	**3.200**	.	**3.667**
II.	**4.**	**bldgrepr**	**1.875**	**2.444**	**2.500**	**2.222**	**1.652**	**1.774**	**2.000**	**2.000**	**2.583**	**2.250**	**2.125**
II.	**5.**	**bldgcust**	**2.529**	**2.800**	**2.872**	**2.692**	**2.304**	**2.361**	**2.786**	**2.125**	**2.143**	**2.143**	**2.917**
II.	6.	bldggard	2.667	2.778	2.762	2.545	2.227	2.432	2.625	2.857	3.000	3.000	2.667
II.	7.	busfin	3.125	3.000	3.071	2.000	2.444	2.588	3.000	3.000	3.000	3.000	2.833
II.	8.	buspur	2.750	2.250	3.133	2.556	2.667	2.813	2.750	3.000	2.636	2.333	3.000
II.	9.	campmail	3.105	2.692	3.026	3.000	2.864	2.893	2.813	2.750	3.000	2.125	3.545
II.	10.	clasfpay	3.182	3.143	3.214	2.750	2.667	2.941	3.333	2.667	2.833	4.000	3.000
II.	11.	facility	1.636	2.300	2.375	2.000	1.769	2.240	2.222	2.375	2.182	2.000	1.667
II.	12.	facpay	3.294	3.083	3.250	2.833	2.957	3.014	3.375	3.125	3.000	3.667	3.182
II.	13.	clasfhire	2.429	2.800	2.588	2.000	2.286	2.615	3.000	2.600	3.000	2.500	2.000
II.	**14.**	**fachire**	**2.273**	**2.429**	**2.393**	**2.563**	**2.941**	**2.073**	**2.933**	**3.100**	**3.111**	**3.222**	**2.444**
II.	15.	banner	2.556	2.750	2.900	2.250	2.333	2.800	3.083	2.500	2.556	3.000	2.000
II.	16.	itsother	3.182	2.667	3.200	2.647	2.688	2.935	3.100	3.273	2.625	3.000	2.444
II.	17.	matric	2.500	3.000	2.700	2.000	2.800	2.813	2.600	2.889	3.000	.	2.500
II.	18.	conted	3.429	3.000	2.667	1.667	3.000	3.200	3.375	3.000	2.714	.	3.000
II.	19.	contract	2.667	2.500	2.667	1.333	2.667	2.538	3.000	.	3.000	2.000	3.000
II.	20.	publicty	2.364	1.875	2.833	2.333	2.692	2.632	3.167	3.250	2.667	4.000	2.667
II.	21.	website	2.857	2.200	3.050	3.000	3.059	2.946	3.300	3.300	3.000	3.000	2.714
II.	22.	citycurr	3.235	2.375	3.300	2.846	2.905	3.032	3.000	3.250	3.000	2.800	3.375
II.	23.	grants	3.143	2.667	2.846	2.600	2.714	3.167	2.667	2.333	3.200	2.000	2.200
II.	24.	planning	2.667	2.800	3.000	2.000	2.571	2.900	2.667	2.333	3.000	2.000	2.250
II.	25.	research	3.000	3.000	2.750	2.200	2.125	3.000	2.500	2.600	3.333	2.000	2.400
II.	26.	flex	2.444	2.462	2.789	2.667	2.682	2.947	3.000	2.938	2.467	3.222	2.750
II.	27.	travel	3.100	2.500	2.846	2.429	2.750	2.462	2.667	2.556	2.700	3.750	2.714
II.	28.	helpdesk	3.125	3.000	3.000	3.000	3.214	3.300	3.071	3.167	3.000	3.400	2.500
II.	29.	training	3.375	3.333	3.067	3.091	3.286	3.326	3.214	3.167	3.400	3.500	2.750
II.	30.	telephone	3.105	3.000	3.176	3.286	3.478	3.164	3.625	3.214	3.357	3.222	2.778

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*Eleven departments representing (1) 2% or more of responses or (2) 2% or more of employed faculty.

Notes: Ratings for 64 services. The higher the rating, the closer to "Excellent" (a 4.000 score.)
Bold formatting indicates a service for which statistically significant differences exist between ratings given by demographic categories (e.g., faculty responses differ from classified responses.)

			Art	Automotive / Trade Skills	Business	Computer & Information Science	English	ESL	Foreign Languages	Mathematics	PE & Dance	Social Sciences	Transitional Studies
III.	1.	cashier	3.143	2.600	2.909	2.667	2.667	2.933	3.000	3.500	3.222	.	3.500
III.	2.	crenroll	2.778	2.556	2.864	2.615	2.600	2.677	2.800	2.818	3.091	2.571	3.333
III.	3.	ncpars	2.667	2.429	2.810	1.667	3.000	2.208	2.875	3.500	3.000	.	2.500
III.	4.	crother	3.125	2.750	2.727	2.333	2.444	2.846	2.889	3.750	3.167	3.000	.
III.	5.	calworks	3.000	2.667	3.231	2.667	3.000	2.778	3.000	.	3.500	.	2.750
III.	6.	cdpc	3.000	2.000	3.333	2.500	2.667	2.857	3.000	.	3.500	.	2.000
III.	7.	chldcamp	4.000	2.000	2.714	2.000	.	2.375	3.000	.	4.000	.	3.000
III.	8.	chldphelan	4.000	.	2.500	2.000	2.750	3.000	2.667	4.000	3.333	2.000	1.000
III.	9.	deanofstud	2.750	3.333	2.917	3.000	2.556	2.909	2.571	3.500	2.667	3.000	3.250
III.	10.	dsps	3.286	2.800	3.250	3.300	2.789	3.233	2.700	3.182	3.167	2.250	2.833
III.	11.	eops	3.000	3.333	3.111	2.667	2.933	2.818	3.000	2.800	3.200	2.000	2.500
III.	12.	fa	2.000	3.000	2.667	2.250	2.667	2.667	2.714	2.750	2.167	3.000	2.333
III.	13.	ged	3.000	.	3.500	2.667	2.667	2.625	3.000	.	3.500	.	3.111
III.	**14.**	**counselng**	**1.900**	**3.000**	**2.522**	**1.143**	**1.882**	**2.100**	**2.111**	**2.500**	**2.700**	**2.500**	**2.375**
III.	15.	learnasst	2.667	3.500	2.933	2.500	3.100	3.417	3.231	3.308	3.200	4.000	3.200
III.	16.	ncenr	2.667	2.600	3.143	1.667	3.000	2.813	3.333	.	2.333	.	2.444
III.	17.	complabs	3.400	2.286	3.200	2.533	3.167	3.067	2.875	3.600	3.250	3.000	2.625
III.	18.	studact	3.500	1.333	2.714	2.000	2.375	3.000	2.571	3.000	2.857	3.500	2.800
III.	19.	studhlth	3.500	3.200	3.111	3.143	3.313	3.043	2.556	3.000	3.417	3.500	2.750
III.	20.	testing	4.000	2.667	2.500	2.667	3.000	2.833	3.000	3.500	3.000	2.000	3.000
III.	21.	transferctr	3.000	2.667	2.833	2.200	2.818	2.400	3.429	4.000	2.750	3.000	3.000
IV.	1.	bookstore	2.667	2.545	3.081	3.000	2.696	3.028	2.800	2.800	2.909	3.000	3.250
IV.	2.	broadcast	3.500	2.000	2.667	1.667	3.063	3.000	2.875	3.000	2.750	3.200	2.500
IV.	3.	ch27	2.500	1.000	2.571	1.333	2.333	2.714	2.500	2.000	2.000	.	3.000
IV.	4.	catalog	3.417	2.600	3.321	2.933	3.000	3.184	3.267	3.286	3.333	3.286	3.222
IV.	**5.**	**dupcamp**	**3.000**	**3.000**	**2.920**	**1.000**	**2.600**	**3.157**	**3.500**	**3.000**	**3.500**	**.**	**3.300**
IV.	6.	dupphelan	3.222	3.250	3.087	2.833	3.167	3.135	3.467	2.786	2.857	2.800	3.250
IV.	7.	itslab	3.000	2.400	3.095	2.625	3.083	3.286	3.286	3.286	3.333	3.500	2.200
IV.	**8.**	**audiovis**	**3.667**	**2.000**	**3.077**	**2.857**	**3.235**	**3.114**	**3.500**	**2.750**	**3.400**	**3.200**	**2.500**
IV.	9.	libgen	3.615	3.000	3.357	2.909	3.353	3.342	3.308	3.250	3.400	3.600	3.200
IV.	10.	language	3.500	4.000	3.167	2.500	3.167	3.083	3.571	3.500	3.500	3.000	3.500
IV.	11.	media	3.500	4.000	3.273	2.333	3.333	2.870	3.273	3.000	3.400	3.000	3.000
IV.	12.	clssched	2.727	2.400	3.040	2.667	3.000	3.023	3.200	2.923	2.778	3.200	3.200
IV.	**13.**	**roomsched**	**2.250**	**2.333**	**3.179**	**2.462**	**2.818**	**2.909**	**3.071**	**2.818**	**2.667**	**3.000**	**2.833**
		Average mean	*2.960*	*2.676*	*2.949*	*2.416*	*2.747*	*2.848*	*2.972*	*3.000*	*2.992*	*2.918*	*2.764*

*Eleven departments representing (1) 2% or more of responses or (2) 2% or more of employed faculty.

Notes: Ratings for 64 services. The higher the rating, the closer to "Excellent" (a 4.000 score.)
Bold formatting indicates a service for which statistically significant differences exist between ratings given by demographic categories (e.g., faculty responses differ from classified responses.)

Ratings by Fulltime and Parttime							
		Fulltime	Parttime			Fulltime	Parttime
II.	1. **accmacct**	**2.932**	**3.179**	III.	1. cashier	3.010	2.900
II.	2. labaide	3.080	3.122	III.	2. crenroll	2.840	2.815
II.	3. bdgtdevt	2.680	2.849	III.	3. ncpars	2.772	2.636
II.	4. bldgrepr	2.356	2.318	III.	4. crother	2.847	2.902
II.	5. bldgcust	2.657	2.774	**III.**	**5. calworks**	**2.646**	**2.976**
II.	6. bldggard	2.753	2.551	III.	6. cdpc	2.921	2.942
II.	7. busfin	2.836	2.910	III.	7. chldcamp	2.822	2.967
II.	8. buspur	3.010	2.778	III.	8. chldphelan	2.942	2.968
II.	**9. campmail**	**2.826**	**3.028**	III.	9. deanofstud	3.021	3.111
II.	10. clas[illegible]ay	3.116	3.127	III.	10. dsps	3.102	3.180
II.	**11. facility**	**2.268**	**2.357**	III.	11. eops	3.132	2.982
II.	12. facpay	3.144	3.094	III.	12. fa	2.791	2.644
II.	13. clasfhire	2.471	2.458	III.	13. ged	3.038	3.108
II.	**14. fachire**	**2.596**	**2.313**	III.	14. counselng	2.219	2.318
II.	15. banner	2.664	2.813	III.	15. learnasst	3.263	3.114
II.	16. itsother	2.819	2.893	III.	16. ncenr	2.869	2.859
II.	17. matric	2.840	2.719	III.	17. complabs	3.013	3.019
II.	18. conted	2.897	2.983	III.	18. studact	2.794	2.836
II.	19. contract	2.669	2.651	III.	19. studhlth	3.259	3.123
II.	20. publicty	2.779	2.717	III.	20. testing	2.969	2.756
II.	21. website	2.871	2.938	III.	21. transferctr	3.036	2.880
II.	22. citycurr	3.034	3.107	IV.	1. bookstore	2.957	2.972
II.	23. grants	2.834	2.871	IV.	2. broadcast	2.963	2.987
II.	24. planning	2.764	2.696	IV.	3. ch27	2.560	2.789
II.	25. research	2.815	2.714	IV.	4. catalog	3.165	3.151
II.	26. flex	2.782	2.928	**IV.**	**5. dupcamp**	**3.160**	**2.872**
II.	27. travel	2.755	2.923	**IV.**	**6. dupphelan**	**3.223**	**2.922**
II.	28. helpdesk	3.102	3.190	IV.	7. itslab	2.996	3.082
II.	29. training	3.143	3.168	IV.	8. audiovis	3.205	3.227
II.	**30. telephone**	**3.358**	**3.047**	IV.	9. libgen	3.280	3.342
				IV.	10. language	3.277	3.042
				IV.	11. media	3.231	3.139
				IV.	12. clssched	3.053	2.993
				IV.	13. roomsched	2.946	2.807
Average mean						*2.909*	*2.900*

Notes: Ratings for 64 services. The higher the rating, the closer to "Excellent" (a 4.000 score.)
Bold formatting indicates a service for which statistically significant differences exist between ratings given by demographic categories (e.g., faculty responses differ from classified responses.)

Ratings by Years of Employment						
			3 years or less	4 to 8 years	9 to 14 years	15 or more years
II.	1.	accmacct	3.032	2.865	3.038	3.031
II.	2.	labaide	3.167	2.892	3.121	3.116
II.	3.	bdgtdevt	2.852	2.636	2.609	2.753
II.	4.	bldgrepr	2.520	2.323	2.318	2.292
II.	**5.**	**bldgcust**	**2.885**	**2.815**	**2.736**	**2.547**
II.	**6.**	**bldggard**	**2.976**	**2.609**	**2.840**	**2.562**
II.	**7.**	**busfin**	**2.912**	**2.714**	**2.853**	**2.869**
II.	8.	buspur	3.017	2.833	2.843	3.080
II.	9.	campmail	2.985	2.846	2.861	2.898
II.	10.	clasfpay	3.048	3.106	3.110	3.172
II.	11.	facility	2.286	2.247	2.329	2.266
II.	**12.**	**facpay**	**3.067**	**3.019**	**2.959**	**3.248**
II.	**13.**	**clasfhire**	**2.759**	**2.188**	**2.519**	**2.397**
II.	14.	fachire	2.688	2.402	2.454	2.470
II.	15.	banner	2.815	2.544	2.775	2.723
II.	16.	itsother	2.986	2.771	2.859	2.840
II.	**17.**	**matric**	**3.128**	**2.630**	**2.863**	**2.792**
II.	18.	conted	3.097	2.722	2.872	2.925
II.	19.	contract	2.875	2.613	2.788	2.580
II.	20.	publicty	3.020	2.732	2.718	2.723
II.	21.	website	3.024	2.875	2.811	2.855
II.	22.	citycurr	3.215	3.018	2.983	3.043
II.	**23.**	**grants**	**3.103**	**3.041**	**2.930**	**2.676**
II.	24.	planning	3.045	2.829	2.905	2.570
II.	25.	research	2.960	2.795	2.918	2.673
II.	26.	flex	3.048	2.779	2.843	2.745
II.	27.	travel	2.736	2.789	2.724	2.796
II.	28.	helpdesk	3.196	3.127	3.125	3.068
II.	29.	training	3.271	3.134	3.143	3.135
II.	30.	telephone	3.205	3.145	3.269	3.325

Notes: Ratings for 64 services. The higher the rating, the closer to "Excellent" (a 4.000 score.)
Bold formatting indicates a service for which statistically significant differences exist between ratings given by demographic categories (e.g., faculty responses differ from classified responses.)

Ratings by Ethnicity										
			African American	Native American	Latino	Asian / PI	Filipino	White	Decline to state	Other, Multiple
II.	1.	accmacct	3.000	3.000	3.000	2.913	3.316	3.006	2.938	2.964
II.	2.	labaide	3.225	3.000	3.032	3.039	3.118	3.153	2.938	3.000
II.	3.	bdgtdevt	2.870	1.000	2.913	2.776	2.909	2.621	2.474	2.667
II.	**4.**	**bldgrepr**	**2.885**	**2.333**	**2.196**	**2.319**	**2.826**	**2.270**	**2.296**	**2.400**
II.	**5.**	**bldgcust**	**2.966**	**2.667**	**2.532**	**2.746**	**2.962**	**2.613**	**2.641**	**2.933**
II.	**6.**	**bldggard**	**3.087**	**2.667**	**2.714**	**2.753**	**3.063**	**2.556**	**2.762**	**2.800**
II.	7.	busfin	2.946	3.000	2.912	2.775	3.100	2.824	2.967	2.652
II.	8.	buspur	3.061	3.000	3.091	2.964	3.043	2.918	2.974	3.043
II.	**9.**	**campmail**	**3.031**	**3.000**	**2.902**	**2.878**	**2.900**	**2.911**	**2.763**	**2.885**
II.	10.	clasfpay	3.143	3.000	3.152	3.125	3.346	3.074	3.064	3.071
II.	**11.**	**facility**	**2.625**	**2.000**	**2.464**	**2.177**	**2.563**	**2.286**	**2.023**	**2.318**
II.	12.	facpay	3.240	3.000	3.200	3.057	3.300	3.097	3.062	3.059
II.	**13.**	**clasfhire**	**2.756**	**2.500**	**2.528**	**2.468**	**2.957**	**2.326**	**2.225**	**2.542**
II.	**14.**	**fachire**	**2.935**	**2.500**	**2.485**	**2.632**	**2.842**	**2.414**	**2.109**	**2.607**
II.	**15.**	**banner**	**3.020**	**2.333**	**2.500**	**2.622**	**3.000**	**2.761**	**2.350**	**2.714**
II.	**16.**	**itsother**	**3.174**	**2.333**	**2.571**	**2.708**	**3.045**	**2.927**	**2.627**	**2.765**
II.	17.	matric	3.027	3.000	2.704	2.756	3.000	2.875	2.688	2.467
II.	18.	conted	3.087	4.000	2.700	2.980	3.100	2.803	2.955	3.333
II.	**19.**	**contract**	**3.136**	**3.000**	**2.526**	**2.927**	**3.083**	**2.286**	**2.400**	**3.143**
II.	20.	publicty	3.056	2.333	2.821	2.636	3.167	2.739	2.717	2.708
II.	**21.**	**website**	**3.176**	**2.333**	**2.941**	**2.864**	**3.000**	**2.847**	**2.813**	**2.966**
II.	22.	citycurr	3.208	2.333	3.237	3.000	3.174	3.026	3.000	3.108
II.	**23.**	**grants**	**3.000**	**2.333**	**2.724**	**2.756**	**3.091**	**2.981**	**2.316**	**2.929**
II.	24.	planning	2.941	2.333	2.783	2.698	3.000	2.823	2.375	2.769
II.	25.	research	2.900	2.333	2.875	2.702	3.000	2.847	2.611	2.786
II.	**26.**	**flex**	**3.131**	**2.667**	**2.851**	**2.835**	**3.172**	**2.795**	**2.559**	**2.682**
II.	**27.**	**travel**	**3.050**	**1.333**	**2.774**	**2.805**	**3.250**	**2.724**	**2.744**	**2.789**
II.	**28.**	**helpdesk**	**3.161**	.	**2.909**	**2.872**	**3.100**	**3.312**	**3.061**	**2.778**
II.	**29.**	**training**	**3.333**	.	**3.038**	**2.915**	**3.143**	**3.274**	**3.053**	**3.000**
II.	**30.**	**telephone**	**3.508**	**3.500**	**3.191**	**3.084**	**3.200**	**3.314**	**3.220**	**3.233**

Continued on Next Page

Notes: Ratings for 64 services. The higher the rating, the closer to "Excellent" (a 4.000 score.)
Bold formatting indicates a service for which statistically significant differences exist between ratings given by demographic categories (e.g., faculty responses differ from classified responses.)

			3 years or less	4 to 8 years	9 to 14 years	15 or more years
III.	1.	cashier	3.214	2.814	2.895	3.000
III.	**2.**	**crenroll**	**2.976**	**2.626**	**2.909**	**2.806**
III.	3.	ncpars	3.073	2.610	2.690	2.674
III.	**4.**	**crother**	**3.049**	**2.520**	**2.914**	**2.896**
III.	5.	calworks	2.968	2.686	2.767	2.631
III.	6.	cdpc	3.156	2.814	2.872	2.943
III.	**7.**	**chldcamp**	**3.000**	**2.773**	**3.161**	**2.676**
III.	8.	chldphelan	3.000	2.789	3.094	2.940
III.	9.	deanofstud	3.219	2.907	3.136	3.000
III.	10.	dsps	3.188	3.113	3.099	3.130
III.	11.	eops	3.125	2.932	3.104	3.156
III.	12.	fa	2.816	2.593	2.759	2.797
III.	13.	ged	3.190	2.923	3.125	3.107
III.	14.	counselng	2.407	2.235	2.346	2.193
III.	15.	learnasst	3.261	3.150	3.302	3.211
III.	16.	ncenr	3.103	2.769	2.750	2.880
III.	17.	complabs	3.103	2.957	3.017	3.038
III.	18.	studact	2.966	2.703	2.841	2 800
III.	19.	studhlth	3.260	3.091	3.226	3.249
III.	**20.**	**testing**	**3.071**	**2.563**	**2.857**	**3.043**
III.	21.	transferctr	3.118	2.744	3.071	3.000
IV.	1.	bookstore	2.991	2.890	2.975	2.956
IV.	2.	broadcast	3.037	2.887	3.000	2.977
IV.	3.	ch27	2.938	2.731	2.708	2.464
IV.	**4.**	**catalog**	**3.294**	**3.071**	**3.108**	**3.156**
IV.	5.	dupcamp	3.026	2.943	2.986	3.174
IV.	**6.**	**dupphelan**	**2.882**	**2.915**	**3.204**	**3.273**
IV.	7.	itslab	3.074	2.855	3.041	3.101
IV.	8.	audiovis	3.353	3.082	3.117	3.261
IV.	9.	libgen	3.323	3.263	3.185	3.356
IV.	10.	language	3.346	2.974	3.233	3.295
IV.	11.	media	3.406	3.060	3.154	3.233
IV.	12.	clssched	3.070	2.929	2.989	3.084
IV.	**13.**	**roomsched**	**3.000**	**2.711**	**2.798**	**2.990**
		Average mean	*3.030*	*2.807*	*2.915*	*2.901*

Notes: Ratings for 64 services. The higher the rating, the closer to "Excellent" (a 4.000 score.)
Bold formatting indicates a service for which statistically significant differences exist between ratings given by demographic categories (e.g., faculty responses differ from classified responses.)

Ratings by Ethnicity										
			African American	Native American	Latino	Asian / PI	Filipino	White	Decline to state	Other, Multiple
II.	1.	accmacct	3.000	3.000	3.000	2.913	3.316	3.006	2.938	2.964
II.	2.	labaide	3.225	3.000	3.032	3.039	3.118	3.153	2.938	3.000
II.	3.	bdgtdevt	2.870	1.000	2.913	2.776	2.909	2.621	2.474	2.667
II.	**4.**	**bldgrepr**	**2.885**	**2.333**	**2.196**	**2.319**	**2.826**	**2.270**	**2.296**	**2.400**
II.	**5.**	**bldgcust**	**2.966**	**2.667**	**2.532**	**2.746**	**2.962**	**2.613**	**2.641**	**2.933**
II.	**6.**	**bldggard**	**3.087**	**2.667**	**2.714**	**2.753**	**3.063**	**2.556**	**2.762**	**2.800**
II.	7.	busfin	2.946	3.000	2.912	2.775	3.100	2.824	2.967	2.652
II.	8.	buspur	3.061	3.000	3.091	2.964	3.043	2.918	2.974	3.043
II.	**9.**	**campmail**	**3.031**	**3.000**	**2.902**	**2.878**	**2.900**	**2.911**	**2.763**	**2.885**
II.	10.	clasfpay	3.143	3.000	3.152	3.125	3.346	3.074	3.064	3.071
II.	**11.**	**facility**	**2.625**	**2.000**	**2.464**	**2.177**	**2.563**	**2.286**	**2.023**	**2.318**
II.	12.	facpay	3.240	3.000	3.200	3.057	3.300	3.097	3.062	3.059
II.	**13.**	**clasfhire**	**2.756**	**2.500**	**2.528**	**2.468**	**2.957**	**2.326**	**2.225**	**2.542**
II.	**14.**	**fachire**	**2.935**	**2.500**	**2.485**	**2.632**	**2.842**	**2.414**	**2.109**	**2.607**
II.	**15.**	**banner**	**3.020**	**2.333**	**2.500**	**2.622**	**3.000**	**2.761**	**2.350**	**2.714**
II.	**16.**	**itsother**	**3.174**	**2.333**	**2.571**	**2.708**	**3.045**	**2.927**	**2.627**	**2.765**
II.	17.	matric	3.027	3.000	2.704	2.756	3.000	2.875	2.688	2.467
II.	18.	conted	3.087	4.000	2.700	2.980	3.100	2.803	2.955	3.333
II.	**19.**	**contract**	**3.136**	**3.000**	**2.526**	**2.927**	**3.083**	**2.286**	**2.400**	**3.143**
II.	20.	publicty	3.056	2.333	2.821	2.636	3.167	2.739	2.717	2.708
II.	**21.**	**website**	**3.176**	**2.333**	**2.941**	**2.864**	**3.000**	**2.847**	**2.813**	**2.966**
II.	22.	citycurr	3.208	2.333	3.237	3.000	3.174	3.026	3.000	3.108
II.	**23.**	**grants**	**3.000**	**2.333**	**2.724**	**2.756**	**3.091**	**2.981**	**2.316**	**2.929**
II.	24.	planning	2.941	2.333	2.783	2.698	3.000	2.823	2.375	2.769
II.	25.	research	2.900	2.333	2.875	2.702	3.000	2.847	2.611	2.786
II.	**26.**	**flex**	**3.131**	**2.667**	**2.851**	**2.835**	**3.172**	**2.795**	**2.559**	**2.682**
II.	**27.**	**travel**	**3.050**	**1.333**	**2.774**	**2.805**	**3.250**	**2.724**	**2.744**	**2.789**
II.	**28.**	**helpdesk**	**3.161**	.	**2.909**	**2.872**	**3.100**	**3.312**	**3.061**	**2.778**
II.	**29.**	**training**	**3.333**	.	**3.038**	**2.915**	**3.143**	**3.274**	**3.053**	**3.000**
II.	**30.**	**telephone**	**3.508**	**3.500**	**3.191**	**3.084**	**3.200**	**3.314**	**3.220**	**3.233**

Continued on Next Page

Notes: Ratings for 64 services. The higher the rating, the closer to "Excellent" (4.000 score.)
Bold formatting indicates a service for which statistically significant differences exist between ratings given by demographic categories (e.g., faculty responses differ from classified responses.)

			African American	Native American	Latino	Asian / PI	Filipino	White	Decline to state	Other, Multiple
III.	1.	cashier	3.032	2.000	2.931	2.824	3.214	3.074	3.071	2.944
III.	**2.**	**crenroll**	**3.122**	**1.500**	**2.857**	**2.699**	**3.000**	**2.880**	**2.653**	**2.667**
III.	**3.**	**ncpars**	**3.091**	**2.000**	**2.875**	**2.532**	**2.882**	**2.724**	**2.645**	**2.450**
III.	4.	crother	3.086	2.000	2.958	2.750	2.875	2.890	2.643	2.786
III.	5.	calworks	2.839	3.000	2.800	2.867	2.769	2.750	2.300	2.600
III.	6.	cdpc	3.179	2.000	2.941	2.844	2.917	2.888	3.000	2.778
III.	7.	chldcamp	3.105	.	2.667	2.789	3.000	2.962	2.714	2.889
III.	8.	chldphelan	3.167	.	3.000	2.667	3.000	3.077	2.667	3.222
III.	9.	deanofstud	3.171	3.000	2.905	2.923	3.000	3.161	2.893	2.714
III.	**10.**	**dsps**	**3.132**	**1.000**	**3.111**	**2.918**	**3.091**	**3.202**	**3.125**	**3.045**
III.	**11.**	**eops**	**3.111**	**3.000**	**3.000**	**2.982**	**3.100**	**3.193**	**3.174**	**2.769**
III.	12.	fa	2.775	3.000	2.957	2.828	3.000	2.708	2.567	2.533
III.	13.	ged	3.037	3.000	3.000	2.818	2.750	3.200	3.286	3.077
III.	**14.**	**counselng**	**2.583**	**2.333**	**2.323**	**2.209**	**2.733**	**2.156**	**2.130**	**2.182**
III.	**15.**	**learnasst**	**3.105**	**3.000**	**2.952**	**3.117**	**2.900**	**3.404**	**3.034**	**3.056**
III.	**16.**	**ncenr**	**3.000**	**.**	**2.800**	**2.966**	**3.118**	**2.747**	**2.786**	**2.688**
III.	**17.**	**complabs**	**3.188**	**1.500**	**2.862**	**3.000**	**3.000**	**3.000**	**3.088**	**3.056**
III.	**18.**	**studact**	**2.893**	**1.333**	**2.895**	**2.909**	**2.750**	**2.908**	**2.333**	**2.867**
III.	19.	studhlth	3.214	3.000	3.065	3.120	3.250	3.260	3.140	3.250
III.	20.	testing	3.059	.	2.857	2.949	2.909	2.932	2.450	3.000
III.	21.	transferctr	3.032	2.500	3.200	3.091	2.889	2.988	2.800	2.462
IV.	1.	bookstore	3.148	2.667	2.814	2.900	3.125	3.004	2.924	2.818
IV.	2.	broadcast	2.950	3.000	2.957	2.822	3.100	2.976	2.840	3.176
IV.	3.	ch27	2.429	1.000	2.765	2.647	3.167	2.574	3.000	2.778
IV.	4.	catalog	3.200	3.000	3.150	3.134	3.158	3.163	3.119	3.162
IV.	**5.**	**dupcamp**	**3.353**	**3.000**	**3.067**	**3.000**	**3.353**	**2.942**	**2.865**	**3.276**
IV.	6.	dupphelan	3.294	3.500	3.075	3.196	3.474	3.060	3.055	3.000
IV.	**7.**	**itslab**	**3.079**	**2.000**	**2.844**	**2.923**	**3.000**	**3.150**	**2.725**	**3.000**
IV.	**8.**	**audiovis**	**3.324**	**2.000**	**3.286**	**3.043**	**3.100**	**3.264**	**3.158**	**3.125**
IV.	**9.**	**libgen**	**3.421**	**2.000**	**3.179**	**3.130**	**3.071**	**3.374**	**3.300**	**3.308**
IV.	**10.**	**language**	**3.250**	**.**	**3.059**	**3.114**	**3.000**	**3.357**	**2.889**	**3.286**
IV.	11.	media	3.400	.	3.091	2.975	3.222	3.246	3.038	3.211
IV.	12.	clssched	3.167	2.667	2.967	2.872	3.176	3.068	3.000	3.074
IV.	**13.**	**roomsched**	**3.081**	**2.667**	**2.808**	**2.906**	**3.167**	**2.959**	**2.633**	**2.607**
		Average mean	*3.073*	*2.491*	*2.879*	*2.848*	*3.047*	*2.916*	*2.778*	*2.874*

Notes: Ratings for 64 services. The higher the rating, the closer to "Excellent" (a 4.000 score.)
Bold formatting indicates a service for which statistically significant differences exist between ratings given by demographic categories (e.g., faculty responses differ from classified responses.)

CCSF EMPLOYEE SURVEY

I. Demographic Information

1. Principal Assignment:
- ☐ Administration
- ☐ Classified Staff
- ☐ Department Chair
- ☐ Instructional Faculty
- ☐ Student Service Faculty
- ☐ Librarians
- ☐ Lab Aides

2. Primary Campus / Area:
- ☐ Airport
- ☐ Alemany / Fort Mason
- ☐ Chinatown / North Beach
- ☐ Downtown
- ☐ Evans
- ☐ Gough
- ☐ John Adams
- ☐ Mission
- ☐ Phelan
- ☐ Southeast
- ☐ Other:_____

3. Hours: (check all that apply)
- ☐ Full time
- ☐ Part time
- ☐ STO

4. Years of CCSF Employment:
- ☐ 3 years or less
- ☐ 4 to 8 years
- ☐ 9 to 14 years
- ☐ 15 or more years

5. Credit / Non-Credit Affiliation:
- ☐ Credit
- ☐ Noncredit
- ☐ Both
- ☐ Not Applicable

6. Your Gender:
- ☐ Male
- ☐ Female

7. Ethnic Origin/Race: (check all that apply)
- ☐ African-American
- ☐ Native American
- ☐ Hispanic/Latino
- ☐ Asian/Pacific Islander
- ☐ Filipino
- ☐ White
- ☐ Other
- ☐ Decline to State

8. School or Office Affiliation:
- ☐ Applied Science & Technology
- ☐ Behavioral & Social Sciences
- ☐ Business
- ☐ Health & Physical Education
- ☐ International Education & ESL
- ☐ Liberal Arts
- ☐ Library & Learning Resources
- ☐ Science & Mathematics

Vice Chancellor Offices:
- ☐ Academic Affairs
- ☐ Administration & Finance
- ☐ Student Devlopment
- ☐ Other:_____

9. Department Affiliation:
- ☐ None

II. Administrative Support Services

Please rate your satisfaction with the quality of each service based on your personal experience during this academic year.

	Excellent	Good	Below Average	Poor	Knew About, But Did Not Use	Did Not Know About
1. Administrative Services - Departmental/Accomodation Accounts						
2. Administrative Services - Lab Aide Payroll						
3. Budget Development Services (for Department Chairs, Administrators)						
4. Buildings and Grounds - Building Repairs						
5. Buildings and Grounds - Custodial						
6. Buildings and Grounds - Gardening						
7. Business Office - Financial Services						
8. Business Office - Purchasing						
9. Campus (Interoffice) Mail						
10. Classified Payroll						
11. Facilities Planning / Construction						
12. Faculty Payroll						
13. Human Resources - Classified Hiring Processes						
14. Human Resources - Faculty Hiring Processes						
15. Information Technology Services ITS - Banner Support						
16. Information Technology Services ITS - Other Office and Network Support						
17. Matriculation Services Office						
18. Office of Continuing Education						
19. Office of Contract Education						
20. Office of Public Information - CCSF Publicity/Advertising						
21. Office of Public Information - CCSF Website Homepage						
22. Office of Public Information - City Currents						
23. Office of Research, Planning and Grants - Grants Services						
24. Office of Research, Planning and Grants - Planning Services						
25. Office of Research, Planning and Grants - Research Services						
26. Professional Development Days - Flex						
27. Professional Development Support (Travel, Conferences)						
28. Technology Learning Center - Help Desk						
29. Technology Learning Center - Training Programs						
30. Telephone Services / Switchboard						

III. Student Services

Please rate your satisfaction with the quality of each service based on your personal experience during this academic year.

	Excellent	Good	Below Average	Poor	Knew About, But Did Not Use	Did Not Know About
1. Admissions and Records - Cashier's Office						
2. Admissions and Records - Credit Enrollment, Registration, Add & Drop						
3. Admissions and Records - Noncredit PARS, Attendance, Add & Drop						
4. Admissions and Records - Other Credit Services						
5. CalWorks Welfare to Work Program						
6. Career Development and Placement Center Services (CDPC)						
7. Childcare Services (Other Campuses)						
8. Childcare Services (Phelan)						
9. Dean of Student Advocacy, Rights and Responsibilities						
10. Disabled Students Programs and Services (DSP & S)						
11. Extended Opportunity Programs and Services (EOPS)						
12. Financial Aid Services						
13. GED - John Adams						
14. General Counseling Services						
15. Learning Assistance Center						
16. Noncredit Enrollment - Admissions and Enrollment Offices (A &E)						
17. Open-access Computer Labs						
18. Student Activities Programs						
19. Student Health Services (Phelan Campus)						
20. Testing Office - Phelan						
21. Transfer Center (Phelan)						

IV. Instructional Support Services

1. Bookstore Services						
2. Broadcast Media Services (Phelan)						
3. Channel 27 Programming						
4. College Catalog						
5. Duplicating Services (Other Campuses)						
6. Duplicating Services (Phelan)						
7. Information Technology Services ITS - Instructional Lab Support						
8. Library Services - Audio-Visual						
9. Library Services - General Services (Collections, Reference Desk)						
10. Library Services - Language Lab (Phelan)						
11. Library Serivces - Media Center (Phelan)						
12. Office of Instructional Support - College Class Schedule						
13. Office of Instructional Support - Room Assignments, Scheduling						

V. Are there any additional services you would like to comment on?

Write here or attach additional sheets as necessary

THANK YOU VERY MUCH FOR YOUR TIME.

Please return the survey to the office below. DO NOT FOLD IT.

The return address is the Research Office, City College of San Francisco,

50 Phelan Ave., Room 233, San Francisco, CA 94112

Ratings by Gender									
			Female	Male				Female	Male
II.	1.	accmacct	3.067	2.925	III.	1.	cashier	2.929	3.055
II.	2.	labaide	3.100	3.082	III.	2.	crenroll	2.846	2.791
II.	3.	bdgtdevt	2.667	2.839	III.	3.	ncpars	2.725	2.736
II.	**4.**	**bldgrepr**	**2.286**	**2.457**	III.	4.	crother	2.840	2.907
II.	**5.**	**bldgcust**	**2.674**	**2.767**	III.	5.	calworks	2.781	2.700
II.	6.	bldggard	2.703	2.764	III.	6.	cdpc	2.948	2.935
II.	7.	busfin	2.837	2.852	III.	7.	chldcamp	2.971	2.844
II.	8.	buspur	2.960	3.000	III.	8.	chldphelan	3.025	2.947
II.	9.	campmail	2.878	2.904	III.	9.	deanofstud	3.072	3.011
II.	10.	clasfpay	3.128	3.116	III.	10.	dsps	3.129	3.098
II.	11.	facility	2.346	2.233	III.	11.	eops	3.084	3.099
II.	12.	facpay	3.079	3.143	III.	12.	fa	2.782	2.717
II.	13.	clasfhire	2.426	2.540	III.	13.	ged	3.011	3.191
II.	14.	fachire	2.455	2.606	III.	14.	counselng	2.262	2.234
II.	15.	banner	2.736	2.694	III.	15.	learnasst	3.170	3.317
II.	16.	itsother	2.859	2.817	III.	16.	ncenr	2.912	2.724
II.	17.	matric	2.788	2.898	III.	17.	complabs	3.042	2.962
II.	18.	conted	2.933	2.913	**III.**	**18.**	**studact**	**2.936**	**2.629**
II.	19.	contract	2.712	2.613	III.	19.	studhlth	3.209	3.214
II.	20.	publicty	2.798	2.714	III.	20.	testing	2.894	2.924
II.	21.	website	2.904	2.846	III.	21.	transferctr	2.969	3.011
II.	22.	citycurr	3.059	3.050	**IV.**	**1.**	**bookstore**	**2.975**	**2.948**
II.	23.	grants	2.904	2.818	IV.	2.	broadcast	3.026	2.907
II.	24.	planning	2.789	2.728	IV.	3.	ch27	2.719	2.586
II.	25.	research	2.823	2.760	IV.	4.	catalog	3.171	3.125
II.	26.	flex	2.846	2.780	IV.	5.	dupcamp	3.120	2.959
II.	27.	travel	2.821	2.739	IV.	6.	dupphelan	3.174	3.049
II.	28.	helpdesk	3.093	3.100	**IV.**	**7.**	**itslab**	**3.106**	**2.884**
II.	29.	training	3.184	3.065	IV.	8.	audiovis	3.198	3.196
II.	30.	telephone	3.289	3.224	IV.	9.	libgen	3.333	3.259
					IV.	10.	language	3.216	3.214
					IV.	11.	media	3.193	3.205
					IV.	12.	clssched	3.014	3.062
					IV.	13.	roomsched	2.935	2.904
Average mean								*2.920*	*2.896*

Notes: Ratings for 64 services. The higher the rating, the closer to "Excellent" (a 4.000 score.)
Bold formatting indicates a service for which statistically significant differences exist between ratings given by demographic categories (e.g., faculty responses differ from classified responses.)

Ratings by School													
			Applied Science & Technology	Behavioral & Social Sciences	Business	Health & P.E.	International Education & ESL	Liberal Arts	Library & Learning Resources	Science & Mathematics	Academic Affairs	Administration & Finance	Student Development	Other
II.	1.	accmacct	3.150	3.083	3.111	3.083	3.161	2.768	3.000	2.960	3.000	3.071	2.727	3.080
II.	2.	labaide	3.167	2.966	3.080	3.045	3.267	3.021	3.077	2.774	3.333	3.214	3.120	3.261
II.	3.	bdgtdevt	2.920	2.667	3.000	2.800	2.750	2.407	2.625	2.588	3.000	2.750	2.533	3.056
II.	**4.**	**bldgrepr**	**2.520**	**2.241**	**2.400**	**2.375**	**1.863**	**1.894**	**2.563**	**2.094**	**2.750**	**3.083**	**2.586**	**2.705**
II.	**5.**	**bldgcust**	**2.800**	**2.794**	**2.879**	**2.564**	**2.362**	**2.574**	**3.108**	**2.295**	**3.125**	**3.074**	**2.679**	**2.889**
II.	**6.**	**bldggard**	**2.683**	**2.592**	**2.758**	**2.667**	**2.500**	**2.473**	**2.600**	**2.510**	**2.667**	**3.286**	**2.619**	**3.219**
II.	7.	busfin	3.000	2.865	2.964	2.957	2.737	2.556	2.850	2.867	2.800	3.278	2.880	2.806
II.	8.	buspur	2.806	2.921	2.923	2.892	2.895	2.702	2.944	3.000	3.400	3.333	3.160	3.222
II.	9.	campmail	2.677	3.071	2.833	3.051	2.887	2.823	3.000	2.897	2.625	2.857	2.903	2.854
II.	10.	clasfpay	3.135	3.059	3.107	3.074	3.100	3.000	3.161	2.917	3.000	3.310	3.200	3.325
II.	11.	facility	2.488	2.241	2.269	2.188	2.400	1.889	2.450	2.323	1.800	2.611	2.526	2.276
II.	12.	facpay	3.109	3.215	3.132	3.078	3.130	3.107	3.412	3.053	3.200	3.200	3.095	3.136
II.	**13.**	**clasfhire**	**2.419**	**2.385**	**2.581**	**2.870**	**2.571**	**2.234**	**2.133**	**2.400**	**2.286**	**2.667**	**2.292**	**2.579**
II.	**14.**	**fachire**	**2.564**	**2.625**	**2.325**	**2.694**	**2.148**	**2.400**	**2.579**	**2.696**	**2.500**	**2.444**	**2.563**	**2.619**
II.	15.	banner	2.750	2.711	2.774	2.828	2.828	2.607	2.882	2.353	2.571	2.920	2.786	2.714
II.	16.	itsother	2.722	2.829	2.939	2.794	2.968	2.746	3.067	2.735	2.750	3.080	2.923	2.914
II.	17.	matric	2.850	2.560	2.500	2.789	2.733	2.818	3.111	2.941	3.000	2.889	3.042	3.050
II.	18.	conted	2.909	2.737	2.875	2.895	3.083	3.200	2.625	2.556	3.000	2.625	2.889	3.200
II.	19.	contract	2.500	2.706	2.579	2.889	2.385	2.462	2.429	2.000	3.000	3.429	2.778	3.071
II.	20.	publicty	2.476	2.949	2.706	2.875	2.730	2.788	2.550	2.714	3.000	2.895	3.048	2.880
II.	21.	website	2.667	2.917	2.935	2.900	3.027	2.894	2.926	2.952	3.125	2.944	2.917	2.968
II.	22.	citycurr	2.791	3.161	3.170	3.022	3.111	3.022	2.970	3.044	3.143	3.087	3.222	3.150
II.	23.	grants	2.690	2.870	2.706	2.952	3.105	2.750	2.875	2.900	2.750	2.600	2.667	3.400
II.	24.	planning	2.545	2.591	2.889	2.933	2.923	2.633	2.818	2.611	2.833	2.700	2.636	3.333
II.	**25.**	**research**	**2.652**	**2.720**	**2.692**	**3.067**	**3.059**	**2.242**	**2.700**	**2.650**	**2.857**	**2.909**	**2.889**	**3.350**
II.	26.	flex	2.667	2.925	2.828	2.825	2.972	2.825	2.865	2.746	3.000	3.182	2.828	2.600
II.	27.	travel	2.912	3.178	2.783	2.816	2.487	2.806	2.955	2.719	2.500	2.647	2.696	2.833
II.	28.	helpdesk	3.100	3.158	2.950	3.192	3.267	3.140	3.381	3.097	2.750	3.222	2.882	3.211
II.	29.	training	3.069	3.146	3.074	3.115	3.340	3.211	3.320	3.067	3.000	3.100	3.100	3.316
II.	30.	telephone	3.204	3.200	3.173	3.345	3.217	3.238	3.421	3.232	3.286	3.429	3.419	3.404

Notes: Ratings for 64 services. The higher the rating, the closer to "Excellent" (a 4.000 score.)
Bold formatting indicates a service for which statistically significant differences exist between ratings given by demographic categories (e.g., faculty responses differ from classified responses.)

			Applied Science & Technology	Behavioral & Social Sciences	Business	Health & P.E.	International Education & ESL	Liberal Arts	Library & Learning Resources	Science & Mathematics	Academic Affairs	Administration & Finance	Student Development	Other
III.	1.	**cashier**	**2.833**	**2.962**	**2.955**	**3.042**	**3.167**	**2.829**	**2.895**	**2.944**	**3.000**	**3.455**	**2.955**	**3.211**
III.	2.	**crenroll**	**2.787**	**2.833**	**2.857**	**2.905**	**2.853**	**2.701**	**2.760**	**2.767**	**2.833**	**3.364**	**2.929**	**2.958**
III.	3.	**ncpars**	**2.758**	**2.727**	**2.719**	**3.050**	**2.304**	**2.611**	**2.889**	**2.923**	**3.000**	**3.125**	**2.889**	**3.000**
III.	4.	crother	2.900	2.870	2.800	2.857	3.056	2.795	2.500	3.063	2.667	3.250	2.783	2.950
III.	5.	calworks	2.706	2.800	2.905	2.556	2.800	2.667	3.111	3.167	3.000	2.400	2.467	3.143
III.	6.	cdpc	2.818	2.714	3.158	3.118	2.933	2.609	3.000	2.625	3.000	2.857	3.261	3.353
III.	7.	chldcamp	2.667	3.227	2.727	2.875	2.600	2.429	3.200	2.000	3.000	2.000	3.000	2.909
III.	8.	chldphelan	2.700	3.167	2.571	3.000	3.167	2.615	3.400	2.667	3.000	2.000	3.273	3.077
III.	9.	deanofstud	3.143	3.107	2.947	3.000	3.385	2.633	2.875	3.333	3.000	3.000	3.160	3.333
III.	10.	dsps	3.103	3.250	3.125	3.059	3.345	2.897	3.087	3.152	3.333	2.889	3.048	3.474
III.	11.	eops	3.150	3.031	3.200	3.118	3.000	3.000	3.000	2.857	3.333	2.667	3.333	3.263
III.	12.	fa	3.000	2.645	2.700	2.750	2.733	2.385	2.870	2.600	2.750	2.692	2.909	2.947
III.	13.	ged	2.833	3.231	3.231	3.357	2.778	2.500	3.222	2.750	2.333	2.667	2.833	3.333
III.	**14.**	**counselng**	**2.308**	**2.404**	**2.429**	**2.500**	**2.170**	**1.952**	**2.278**	**1.903**	**1.500**	**2.429**	**2.231**	**2.261**
III.	15.	learnasst	3.143	3.056	3.000	3.067	3.400	3.184	3.520	3.229	3.333	3.000	3.316	3.333
III.	16.	ncenr	2.875	2.560	3.000	2.923	2.870	2.750	2.750	2.571	3.333	3.000	2.905	3.125
III.	17.	complabs	2.784	2.730	3.143	3.250	3.172	3.114	3.087	2.781	3.667	2.750	3.111	3.235
III.	18.	studact	2.412	2.889	2.750	2.917	3.071	2.758	2.700	2.800	2.000	2.833	2.900	3.000
III.	19.	studhlth	3.357	3.048	3.074	3.452	3.227	3.094	3.227	3.148	3.800	3.083	3.391	3.107
III.	20.	testing	3.000	2.611	2.636	3.063	3.100	2.864	2.556	3.188	3.000	3.000	3.115	2.857
III.	21.	transferctr	3.118	2.741	2.833	2.929	2.750	2.962	3.000	3.176	2.750	3.000	3.074	3.143
IV.	1.	bookstore	3.018	2.969	3.036	3.089	3.134	2.755	2.875	2.810	3.125	3.176	3.000	3.067
IV.	**2.**	**broadcast**	**2.619**	**2.973**	**2.750**	**3.200**	**2.917**	**3.228**	**2.875**	**2.556**	**2.667**	**3.000**	**2.833**	**3.538**
IV.	3.	ch27	2.375	2.750	2.636	2.000	2.500	2.962	2.500	2.111	1.500	2.800	2.364	2.800
IV.	4.	catalog	3.000	3.172	3.186	3.262	3.240	3.128	3.182	3.200	3.250	3.316	3.148	3.083
IV.	**5.**	**dupcamp**	**2.821**	**2.944**	**2.949**	**3.440**	**3.222**	**2.750**	**3.077**	**2.727**	**3.500**	**3.182**	**2.909**	**3.474**
IV.	6.	dupphelan	3.068	2.966	3.158	3.311	3.211	3.084	3.171	2.774	3.143	3.478	3.407	3.333
IV.	7.	itslab	2.895	2.892	3.029	3.185	3.313	2.963	3.130	2.800	3.000	3.231	3.059	3.143
IV.	**8.**	**audiovis**	**2.871**	**3.159**	**3.136**	**3.296**	**3.206**	**3.277**	**3.533**	**3.087**	**3.000**	**3.300**	**3.222**	**3.100**
IV.	9.	libgen	3.065	3.260	3.231	3.452	3.333	3.314	3.545	3.182	3.600	3.083	3.211	3.471
IV.	10.	language	2.933	2.957	3.083	3.400	3.267	3.235	3.545	3.100	3.250	3.250	3.083	3.333
IV.	11.	media	3.111	3.152	3.111	3.500	3.077	3.154	3.400	3.091	3.250	3.000	3.200	3.364
IV.	12.	clssched	2.952	3.080	3.029	3.184	2.977	3.025	3.143	2.956	3.286	3.182	3.120	2.917
IV.	**13.**	**roomsched**	**2.800**	**2.865**	**3.108**	**3.125**	**2.889**	**2.816**	**3.077**	**2.830**	**3.667**	**3.000**	**3.000**	**2.826**
		Average mean	*2.842*	*2.888*	*2.893*	*2.981*	*2.925*	*2.785*	*2.959*	*2.790*	*2.936*	*2.973*	*3.076*	*1.338*

Notes: Ratings for 64 services. The higher the rating, the closer to "Excellent" (a 4.000 score.)
Bold formatting indicates a service for which statistically significant differences exist between ratings given by demographic categories (e.g., faculty responses differ from classified responses.)